

BAGLIETTO S.R.L. VIA CASTELGAZZO 11 15067 NOVI LIGURE (AL) ITALY COD.FISC. E P.IVA:02392010068	ANNEX QM	
	QUALITY POLICY	ALL03
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The Baglietto company, in line with its business philosophy based on its ability to continuously adapt to market needs, complies with ISO 9001:2015 standards requirements to identify and satisfy the expected needs of its customers and relevant stakeholders, to obtain competitive advantages and to maintain and improve organizational performance and skills.

The following quality policy therefore arises as a commitment by top management, including through the work of all staff, in obtaining and maintaining certification to the ISO standard, which includes:

- the continuous satisfaction of customers needs and of the interested parties relevant to the quality management system.
- the continuous satisfaction of the requirements of the products impacting the company management system.
- the constant attention to the needs of the collaborators in order to establish and maintain a company atmosphere that can favor their behavioral and professional growth.
- the continuous improvement of own performances, optimizing internal processes through a management control for monitoring them.
- attention to the minimization of waste.

To ensure understanding and sharing, this document has been spread to all levels of the organization through exposure on the company bulletin board also accessible to visitors.

Based on the general principles set out below, measurable objectives are defined in more detailed documents that are monitored during the annual reviews by the management, in order to continuously improve the effectiveness of the quality management system.

Baglietto Srl defines and annually reviews the quality to assess its continuous suitability as:

1) Responsiveness to customer needs, expressed in:

- Ensure compliance with contractual, technical and qualitative requirements;
- Increase the reliability of the product and service;
- Consolidate customer satisfaction;
- Develop and optimize processes and know-how;

2) Training and resources, which form the basis for achieving quality objectives and are expressed into:

- Strengthen the level of competence, professionalism, involvement and motivation of employees;
- Promote staff interchangeability through the differentiation of skills;
- Promote the cultural growth of the company and the research of the causes of the problems that occur;
- Provide adequate resources (structures, vehicles, plants, equipment and machinery) with effective investment management;
- Ensure a high level of maintenance, safety and reliability of the means available;
- Maintain high level of supplier performance;

3) strategy, which is focused on:

- Achieve continuous performance improvement;
- Promote problem solving and preventive activity;
- Systematically measure performance to increase results;
- Increase the number of customers and understand the needs of the market;
- Maximizing profitability.

The Management promote the application of the improvement and development of the quality system and work to ensure that the principles of the total quality contained in the procedures and instructions are disclosed, understood and shared by all employees and collaborators.