

POLICY FOR THE QUALITY

Attachment n. 01 to the MDQ

The President of Borserini S.r.l., in order to maintain and improve its Quality Management System, in the light of market developments and the requests of its Customers, defines in this document the guidelines that must be followed in order to achieve the objectives set for the company.

The President undertakes to fully satisfy the client's requirements and the applicable mandatory requirements. To this end, to meet the customer's requirements, adequate procedures are implemented to support the QMS. Compliance with the mandatory requirements is guaranteed through the management of the mandatory legislation applicable to one's business and its constant updating.

On a general level, the objectives, which concern both the external and the internal sphere of the Company, and which, depending on the methods of achievement, can be expressed in the introduction and / or improvement of positive factors, or in the elimination and / or in the reduction of negative factors, they are identified in the following relevant categories:

Outside setting:

- 1. Evaluation, selection, and qualification of suppliers.*
- 2. Customer satisfaction monitoring.*
- 3. Customer complaints.*

Internal area:

- 1. Development of the quality system according to UNI EN ISO 9001:2015;*
- 2. Definition and registration of non-conformities;*
- 3. Promotion of the culture of quality in all business processes through the identification and application of methodologies, techniques, and tools aimed at obtaining the continuous improvement of all business processes and the reduction of internal disservices*

All employees are committed to implementing and supporting the principles established above, correctly applying the corporate procedures issued and suggesting any improvements.

Checks will be carried out to verify compliance with the procedures issued. Any anomalies found will be recorded and reported in writing to the managers so that the causes are identified and eliminated. The evaluation of these anomalies will allow the President to measure the quality of his services.

The company arranges for the achievement of these objectives to employ human and economic resources, tools and suitable work environments. These objectives and targets, consistent with this company quality policy, are expressed by the Management in a measurable and achievable form and are disseminated to all company levels.

The President establishes the function of Quality Assurance Manager; it is assigned adequate means, authority and organizational freedom to identify, propose and manage with the units concerned the maintenance of the quality management system and the solutions necessary to correct the lack or lack of quality.

Each Operating Unit is responsible, within the scope of its functions, for the application of the related requirements.

Any conflict that cannot be resolved at the level of the specific function must be reported to the President.

Any changes or exceptions to the quality management system must be subject to the written approval of the President.

This Quality Policy is reviewed when necessary to verify its adequacy over time.

Sondrio, July 19 2017

The President

