



## Quality policy

The General Management of TE.MA. SRL believes that the policies to be pursued to achieve customer satisfaction and improve the Company's profitability are:

- to establish, to maintain and to improve the Quality Management System, in compliance with the UNI **EN ISO 9001: 2015** standard as a business management tool, and in order to understand the context in which it operates, the needs and expectations of the interested parties, improve the its own efficiency and minimize the risk of disputes with the interested parties through the process approach and the "risk-based thinking";
- develop products in full compliance with the laws and technical standards of the sector;
- adopt production processes / products that reduce pollution and that impact as little as possible on the surrounding environment;
- ensuring the monitoring and containment of specific environmental aspects, in particular atmospheric emissions, water consumption, natural resources, waste;
- ensure the consistency of a high quality level of the range of products supplied to customers and their constant updating and improvement, in order to increase the explicit and implicit expectations of customers through:
  - the continuous adaptation of production capacity and flexibility in order to maintain a high cost competitiveness of high quality products;
  - flexibility and speed in deliveries, as well as constant compliance with the commitments made with the customer;
- increase the involvement of all personnel in the implementation of the QMS, developing their capacity, motivation and awareness of their role for business success;
- constantly monitor all significant company processes, developing an information network capable of collecting data and information on the effectiveness of the QMS;
- constantly adjust the QMS to the evolution of the market, legislation and environmental awareness of the territory;
- periodically define objectives for the quality-environment consistent with this policy;
- review this policy to ascertain its continued suitability.

**The Management recognizes the need to spread this policy, therefore it requires it to be illustrated in specific meetings, displayed in the company and communicated to all interested parties.**