

	<b>All. 1 – QUALITY POLICY</b>	Mod. PQ
		Pag. 1 a 1

The Management believes that long-term success depends on the ability to meet contractual requirements and customer needs. To achieve this goal, Rietti Group establishes and protects a Quality System compliant with the UNI EN ISO 9001: 2015 standards, perfectly integrated into the management system of its organization.

The Quality System is based on the results of periodic analysis of the context and relevant stakeholders and aims to the integration of all company processes so as to achieve a close collaboration between all the components to achieve the improvement of process performance, satisfaction of customers and all other interested parties, greater internal efficiency and a reduction in disservices.

The analysis carried out by the Management made it possible to identify the needs and expectations of all the parties involved. In light of what has emerged, the Management of the RIETTI GRUOUP Srl has taken steps to:

Establish the following macro-objectives:

- increase the percentage of non-compliances that are removed thanks to corrective actions effective,
- constantly reduce complaints or negative customer reports,
- increase the percentage of achievement of the strategic objectives set by the Management,
- reduce the extraordinary maintenance costs of the equipment,
- increase in company turnover and revenues,
- increase in the number of customers,
- increase in turnover with foreign customers,
- increase the average sales turnover for each customer,
- increase the creation of business relationships with qualified suppliers.

In order to achieve the aforementioned macro-objectives, Rietti Group Srl undertakes to :

- Periodically monitor the present and future needs and expectations of all the parties involved, planning and planning the company's activities on a regular basis so as to ensure the constant satisfaction of these needs and expectations;
- maintain a Quality Management System aimed at continuous improvement, consistently with the pre-established objectives;
- establish and re-examine against the expressed macro-objectives, objectives defined and measurable for all company levels, aimed at applying improvement actions and managed through improvement plans prepared annually following the Management review;
- training and sensitizing staff to ensure the acceptance of these objectives and an appropriate degree of involvement in operational decisions and improvement of processes;
- make its Quality Policy available and disseminated to all relevant stakeholders;
- to promote the development of awareness of the contribution that each employee can make with respect to the development of the quality management system;
- periodically review, on the occasion of the management review, this policy to ascertain its continued suitability.

