

# QUALITY POLICY

This document's purpose is to communicate **QOC SOLUTIONS S.R.L.** quality policy to all employees and actors involved. **QOC SOLUTIONS S.R.L.** main goal is to fully satisfy customer's needs and stakeholders' expectations and to reach and keep an high quality level for the products. The continuous improvement of the QMS Quality Management System's effectiveness and its constant adaptation to evolution in business reality and reference standards are a crucial basis to allow the Company to successfully pursue the goals concerning quality.

To make this purpose concrete, **QOC SOLUTIONS S.R.L.** commits itself to orienting their operational practices towards compliance with the quality requirements in accordance with standard UNI EN ISO 9001:2015.

**QOC SOLUTIONS S.R.L.** commitments are the following:

- Striving for complete satisfaction of the needs and expectations of relevant stakeholders (Customer, Property, Employees, Suppliers, External actors of various kinds);
- Constant monitoring of the internal and external context in which it operates;
- Careful assessment of the risks and opportunities of its processes;
- Diffusion of quality objectives and issues at all levels;
- Promoting the development of human resources competencies;
- Development and diffusion of information both outside and inside the Company;
- Constant attention and respect for safety and work environment issues and continuous updating to current legislation;
- Involving suppliers and constantly seeking their cooperation and support.

**QOC SOLUTIONS S.R.L.** defines for the individual Areas of Activity / Processes the indicators to be used to concretely measure the results achieved.

**QOC SOLUTIONS S.R.L.** is currently managing 6 Improvement Plans related to the following topics:

1. Optimisation of set of process performance indicators
2. Market development and continuous search for new customers
3. Continuous development and collaboration with strategic suppliers
4. Constant monitoring of production processes
5. Skill Matrix optimization
6. ISO 14001 environmental management system certification.

**QOC SOLUTIONS S.R.L.** management undertakes to support the implementation of this Quality Policy and compliance with the principles contained therein. It will be checked and updated periodically, in order to ensure its validity and correspondence to business needs.

In order to verify the application of the company's Quality Management System and to ascertain its level of adequacy, the Management makes use of the Quality Manager. He directly coordinates QMS activities, promotes periodic internal audits, reports to the Management on the results and proposes improvement actions.