

QUALITY POLICY

The Management of TOMMASIN & C. considers the Quality Policy to be an integral part of its corporate strategy and it is the Management's clear intention to adopt the Continuous Improvement of the Quality Management System according to the requirements of UNI EN ISO 9001.

The fundamental principle of the Policy is customer satisfaction, which is pursued by offering adequate processes, and by responding to their implicit and explicit needs, monitored through important post-sales data acquisition and processing and careful *customer care* work.

The fundamental objectives of our organisation are focused on continuous improvement in order to guarantee the customer a product in line with expectations in terms of delivery time and product quality; these factors contribute to the company's growth and related economic result.

The following is a summary of the essential points that make up our corporate mission for quality:

- **INNOVATION** achieved through constant research and updating at all levels, with a focus on technologies aimed at better production performance, environmental conservation and protection, and product safety, by incorporating the principle of continuous improvement into our corporate culture, applying it on a day-to-day basis at a personal and team level;
- **DIGITALISATION** of business processes through the use of *software* based on *home-made* algorithmic logic - exploiting company *know-how* - leading to integrated process data management, i.e. allowing you to monitor the progress of your production in real time, collect production data and create a history, analyse present and past performance, exchange information in real time between factory and offices, and schedule machinery and equipment maintenance;
- GLOBAL AND RESPONSIBLE **INVOLVEMENT** of its human and technological resources, with specific attention to the professional growth of the entire organisation, because we are convinced that our first and irreplaceable resource is our people, with their skills and experience, with the experience of the eldest and the enthusiasm of the youngest, with their creativity and their desire to be a team;
- **ATTENTION TO QUALITY** as an integral part of the work;
- Effective **INTERNAL AND EXTERNAL COMMUNICATION**;
- **LOYALISATION OF OUR SUPPLIERS** aimed at considering them partners, rather than mere providers of labour and materials, to share with them (rather than impose) our needs and expectations, indeed the expectations of our customers as we bring these into our extended team.

The use of the process risk and opportunity methodology and context analysis to predict and plan effective improvement and risk reduction actions.

The management considers quality not limited to the product but extended to all relevant stakeholders. For this reason, activities are aimed at achieving the following objectives:

- in FULL COMPLIANCE WITH CURRENT REGULATIONS, involving the organisation in complying with applicable legislation and standards, with particular attention to health and safety requirements;
- maintaining a QUALITY MANAGEMENT SYSTEM in accordance with UNI EN ISO 9001:2015, to which the company management gives full support;
- increasingly involving suppliers for continuous improvement and pursuing constant collaboration in order to activate a relationship of mutual growth.

The company's mission is to invest profitably, putting the human factor and safety at its centre, motivating the trust of its customers with the complete and constant fulfilment of their expectations, continually measuring their SATISFACTION GRADE, and comparing itself with the most qualified technologies and skills on the market. The Company Management considers it of fundamental importance that all company functions and all employees are convinced of the achievement of the objectives set by each of them, within the scope of their respective competences and responsibilities, and expects from them the maximum involvement and participation both in the application of the Quality Management System and in its CONTINUOUS IMPROVEMENT.

Management is aware that this Policy provides a framework for setting its objectives and is committed to disseminating and promoting it in its organisation.

Veggiano (PD), 19 March 2024

The General Manager
Luca Bilato

This document is published on www.tommasinfondi.it and brought to the attention of all company staff.