



The management of the "Pi-Zeta di Poli Renato e C.S.n.c." has implemented its quality assurance policy in accordance with the purposes of the Organization, with the specific commitment to meet the requirements necessary for its implementation and with the aim of continuously improving its effectiveness. The Management guarantees that the quality policy contains the guidelines necessary to establish the quality objectives. The Management undertakes to ensure that the

quality policy is communicated, understood and implemented throughout the Organization through its inclusion in the Quality Manual, through its publication in special exhibition spaces within the Organization, through its explanation to the personnel by managers and by verifying that the performance of daily activities takes place in accordance with this policy. The company management undertakes to periodically review the procedures of the quality assurance policy, in order to ensure that they are up to date.

Quality policy statement

The Management of Pi-Zeta S.n.c., in establishing its own quality assurance policy, has implemented the innovations introduced by the 2015 version of the ISO 9001 standard, and therefore, before defining the general objectives, deems it necessary:

- To analyze the internal and external socio-economic context in which it operates;
- To assess the expectations of the interested parties;
- To assess both strategic and operational risks and opportunities in terms of process and product;
- To take the necessary actions to eliminate, reduce or manage the risks assessed, and/or to pursue the consequent opportunities.

These analyzes and assessments form the basis for achieving the following general objectives:

1) To manufacture products having an equal or a higher quality level than the same products present on the market.

2) To improve the customer satisfaction through:

- customer assistance in choosing the best product for their needs
- accessibility to a wide range of production processes
- capability of supplying either small or large quantities of products
- speed and reliability in deliveries.

3) To continuously improve products and production processes through:

- clear definition of organizational processes in order to improve their efficiency and productivity
- continuous improvements applied to the technological processes and implementation of innovations that allows the progress the company performance
- regular staff training and education.

4) Motivation and safety of employees through:

- Regular meetings where staff feedback is welcomed and valued.
- Implementation of collected viable information and observations.
- Offering/Creating opportunities for operators to have authority by assigning control tasks.
- Making sure staff implements and is compliant with the workplace safety regulations.
- Encourage and support carrier development.

5) Constant customer care through regular communications and frequent contacts, aimed at focusing on his needs and oriented to the customer loyalty

6) Plan and Achieve adequate financial profitability to support company's sustainability with the aim of guaranteeing employment levels and fulfill the social purposes of the company.

7) Maintenance and continuous adaptation of its Quality Management System to the UNI ISO standard 9001/2015 and subsequent amendments.