

The M.M.V. quality policy Srl it wants to be a form of thought before being a work methodology. The attention to quality is aimed, in addition to customer satisfaction, to respect for the person, for professionalism, in the belief that work, creative and conscious, is a qualifying dimension of human experience. M.M.V. has established, in the company directives, to consider the Quality as a determining element for the products / services realized. This quality policy is pursued and remains a constant point of reference for all its actions. Among the possible ways to achieve and maintain a high level of quality, the company has established to provide the company with a QMS compliant with the UNI EN ISO 9001: 2015 standard and suitable for achieving the objectives. In this perspective, the Management establishes objectives in the short and medium term that are made known and shared at all levels of the organization (see form CQ023 "Quality Objectives and process indicators").

In this context and to achieve its goals:

- ✓ *the QMS should not be a superstructure that cages and forces, but the formal reference framework of a work style that has as its objectives the attention to detail and customer satisfaction.*
- ✓ *The working methods adopted must aim at customer satisfaction by clearly identifying the requirements. The logic "thinking", "doing", verifying ", improving" must be applied to all processes, both those through which products are made for customers and those concerning the organization itself. Everyone is required to make the system ever more effective, in the belief that a QMS that "comes from below" makes each participant in its application.*
- ✓ *It is very important that everyone is aware of the need to apply a logic of continuous improvement, at all levels. In this regard, rather than a communication of a hierarchical nature, discussion and dialectics within working groups are useful to increase this awareness.*
- ✓ *The QMS review activities must be constructive moments, to identify the possibilities for improvement and verify the actual suitability of the system to the needs of the organization. The objectives are identified in the review of the QMS and communicated to the organization..*
- ✓ *The defined strategic framework aims first and foremost to obtain the conformity of manufactured products, improving their technologies, reducing defects and increasing the capacity of after-sales assistance to provide better results.*

The Management of M.M.V. authorizes the process owners to carry out the following actions:

- ✓ *support the company personnel involved in the correct application of the System*
- ✓ *provide for inspection / verification of the implementation and effectiveness of the procedures*
- ✓ *adapt the same to new market and technological scenarios, report to the Management on the status of the Quality Management System*

The requirements and procedures for implementing the activities described in the Manual outline the quality policy of M.M.V.; as such, they require complete compliance by the personnel in charge of the prescriptions in question within their respective competences and responsibilities.

Scopa (VC), July, the 4th 2019

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