

QUALITY POLICY

[All. 1 at MQ · Rev. 03 · Pag. 1 di 1]

For over fifty years Pezzini S.p.A. has been working in the furniture sector with passion and professionalism, offering its services on national and international markets. We collaborate with architects and external professionals in the realization of important projects, rewarding creativity and originality both in the design of living spaces and in contract realizations. The company mission: to realize the customers' desires.

To ensure that we operate with ample guarantees in terms of transparency, continuity and reliability, all activities are managed consistently with the rules of the Quality System, according to **UNI EN ISO 9001:2015**.

The principles underlying the Company's Quality Policy are as follows:

Towards the market/customer:

- Understanding the needs of Customers in order to provide products and services that fully meet their expectations, in compliance with the requirements of applicable directives, standards, regulations and mandatory laws. Pezzini periodically verifies customer satisfaction levels;
- Understand market trends in order to seize all the opportunities it offers and to maintain or improve the market share in which it operates.
- Comply with the contractual requirements for the products/works that the Company produces directly or with the help of subcontractors through the planning and control of all processes involved with particular attention to the processes outsourced.

Towards suppliers:

- Careful selection, evaluation, monitoring of suppliers and cooperation to create a partnership that contributes to the growth and improvement of relationships and the quality of their supplies;

Towards the staff:

- Maintain a high level of motivation, responsibility and involvement of the staff;
- Ensure the training of staff to ensure the necessary levels of competence and professional development;
- Develop a culture oriented to the continuous improvement of processes and the importance of the individual contribution within the company;
- Ensure the prevention of risks related to the safety of personnel and respect for the environment.

Towards business processes:

- Develop and maintain a process control system oriented to minimize non-compliance and the timely detection and resolution of the same;
- Identify significant indicators for the effective functioning of the system, in terms of business performance. The analysis of the indicators must give indications regarding the company's strategic direction.

This document has been drawn up taking into account the scope of the management system and the analysis of the company context. In order for this policy to be translated into concrete facts, it must be understood, supported and implemented at all company levels with the aim of pursuing the satisfaction of interested parties, in particular: customers, staff, suppliers, shareholders, communities, bodies and institutions.

The concretization of the quality policy occurs through the formulation of objectives that should be reviewed at least once a year, during the management review.

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The General Management
Giovanni Pezzini

The Chairman of the Board of Directors
Oriano Mostacchi