

FROM: ZEPNICASIL MANAGEMENT

AT: ALL STAFF

SUBJECT: Dissemination of the ZEPNICASIL Quality Policy

Our Company, by express will of the Management, has decided to maintain its own Quality Management System certified in compliance with the UNI EN ISO 9001 Standard.

This choice was also formulated according to the need to adapt to a greater competitiveness of the market which imposes an ever higher quality of the product and of the service.

The Management System aims to raise the culture of Quality in the people who work in the company, involving them in the knowledge and application of the Internal Operating Procedures, aimed at achieving high quality standards.

With this letter we are writing to you to let you know about this project and to ask for your constant support, thus contributing to a positive result for all of us.

The Management also ensures its commitment so that behaviors and directives are in line with these intentions, in order to develop everyone's energies and professionalism and allow them to work in an environment of mutual trust and respect for customer satisfaction.

The management undertakes to manage and supervise the QMS according to the mandatory regulations with an approach to Risk-Based Thinking.

Our company has determined the processes necessary for the quality management system and the related measurable indicators useful for improvement, has carried out an analysis to address the risks and opportunities associated with its context and its objectives and has identified the relevant interested parties for the quality management system and its expectations and carries out a systematic analysis.

In order to demonstrate the real commitment of the Management, Dr. Lusardi has assumed the role of Quality Assurance Manager and is therefore responsible for managing all the activities connected to the System itself.

In the Quality Manual, an element of the Management System distributed externally, our Company declares its Quality Policy and the objectives to be achieved:

QUALITY POLICY

Company policy

Our Company's policy is to achieve and maintain a good organizational-management level as an indispensable support for satisfying customer expectations and developing its market share. Periodically, annual objectives are defined and quantified and presented to internal stakeholders on specific documents.

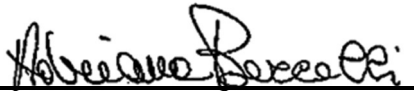
How to achieve goals

Improvement plans are drawn up annually which enable the objectives set to be pursued.

Strategies to achieve these goals are aimed at:

- have a constant attention to the market that allows us to offer always up-to-date and innovative processes
- provide the Customer with valid technical-commercial support to recommend the most appropriate solutions
- plan the service management process by streamlining the operating methods.
- ensure the control and punctual maintenance of the equipment.
- renew equipment with reliability problems
- implement an improvement plan aimed at increasing plant yields
- replace measuring instruments to make checks more accurate
- guarantee a capillary and punctual assistance to the Client in the creation and industrialization of new treatments.
- train and update its collaborators to ensure continuous professional growth, in order to make the services offered more competitive (quality/costs).

Everyone is involved in achieving these goals in order to achieve continuous improvement.

REV.	GENERAL MANAGEMENT	
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