

QUALITY MANAGEMENT MANUAL	APPENDIX C QUALITY POLICY	PAG. 1 di 3	EDITION 03
		DATE 23.11.2023	Quality Manual

QUALITY POLICY STATEMENT

The General Management of ARTURO SALICE S.p.A. acknowledges as its primary objective the achievement and maintenance of a high level of customer satisfaction regarding the products and services provided.

At the same time, the General Management recognizes as an equally important objective the fulfilment of the needs and expectations of all other stakeholders influenced and/or influencing the company's business, within both the internal and external contexts in which the company operates, in line with principles of economic and social sustainability.

In full alignment with the above, the General Management of ARTURO SALICE S.p.A. sees the opportunity to define, develop, and document the Company's Quality Management System, in accordance with leading national and international standards.

Therefore, the Management of ARTURO SALICE S.p.A. intends to implement a set of actions to maintain its Quality Management System at the standards established by UNI EN ISO 9001:2015, with the following objectives:

1. To ensure that the quality level of products and services provided to customers meets or exceeds their expectations.
2. To ensure that all needs and expectations of other stakeholders and of all external factors that may influence the company's operations are met.
3. To guarantee that
 - the quality level of products and services is constantly improved through the continuous and systematic commitment of Management and employees.
 - the level of stakeholder satisfaction is constantly monitored and improved through the commitment of Management and the company functions involved in implementing actions to address or develop risks and opportunities identified through context analysis.
4. To demonstrate
 - that production, testing, and control processes are a direct result of company decisions concerning the Quality Policy and the implementation of the Quality Management System.
 - that improvement activities result from business decisions aimed at addressing risks and opportunities arising from the satisfaction or dissatisfaction of all interested parties, in line with the principles stated in this Policy.

QUALITY MANAGEMENT MANUAL	APPENDIX C QUALITY POLICY	PAG. 2 di 3	EDITION 03
		DATE 23.11.2023	Quality Manual

In particular, Salice aims to strengthen its “continuous improvement process” by implementing four key strategic areas:

- Quality from clear and accurate market needs analysis. Continuous market monitoring, combined with a flexible and responsive design structure, enables rapid product updates, serving as strategic assets.
- Quality in product design. Salice meets this need through a design system that is attentive to both expressed and unexpressed customer needs, supported by internal and external laboratories that ensure maximum product functionality through testing cycles.
- Quality in product conformity to design. The Quality Management System is aimed at ensuring ongoing product compliance with specified requirements.
- Quality in product support. Reliability is a key attribute of Salice products. Ensuring long-term performance is achieved through constant design verification and practical usage testing. Additionally, Salice has developed a Technical Support Service for careful and continuous monitoring of product use and performance at the customer site, alongside focused analysis to ensure customer satisfaction.

In parallel with these four strategic areas, the continuous improvement process includes a precise and accurate definition of all stakeholder needs and expectations. This is supported by periodic analysis and review of the company context, including internal and external factors influencing business activities. Evaluated factors include technology, competitiveness, market trends, legal and cultural aspects, social and economic conditions, and national and international health and safety contexts, leading to specific actions to address the risks and opportunities associated with meeting (or failing to meet) those needs and expectations.

These actions cover all company processes within the production cycle and all upstream and downstream relevant aspects, affecting all activities, products, processes, and services provided by Salice. They are integrated into the processes implemented through the Quality Management System based on type and method of execution.

The Quality Management System, its long-term effectiveness, and its ability to meet defined objectives (including the effectiveness of actions stemming from context analysis and stakeholder satisfaction) are periodically reviewed by General Management and updated, if necessary, to reflect the evolving needs of the market and all relevant internal and external contextual factors.

QUALITY MANAGEMENT MANUAL	APPENDIX C QUALITY POLICY	PAG. 3 di 3	EDITION 03
		DATE 23.11.2023	Quality Manual

To ensure awareness, development, and effectiveness of the Quality Management System—and the achievement of its objectives (including risk and opportunity management)—General Management appoints the Quality Manager to coordinate and oversee all activities related to proper application of the system's requirements.

The Quality Policy is communicated at all organizational levels through:

- Quality Management Manual;
- Quality Management System Procedures;
- Quality Plan;
- Planned, continuous, and targeted training at all levels;
- Performance review and dynamic correction of methods and contents.

Management, while adapting resources, structures, personnel, and training to meet Quality System needs, requests the full collaboration of employees at all levels for the implementation of this project and compliance with the provisions of this Quality Management Manual.

The General Management of Arturo Salice S.p.A. formally approves this Quality Policy statement by signing the front cover of the printed copy of the manual assigned to the Quality Manager.

CEO
Andrea Marcellan

