

QUALITY POLICY

Considering the specific market demands and the continuous technological evolution of applications, Officine Meccaniche PELLANDA S.r.l. aims to promote and maintain a strategy centered on customer satisfaction and continuous improvement of the quality of products and services provided.

To achieve this strategy, the Management of Officine Meccaniche PELLANDA S.r.l. intends to promote, develop, and support the following activities:

- Maintaining an open attitude towards dialogue with and among stakeholders (ownership, customers, suppliers, employees, collaborators, local entities)
- Committing to meet all applicable legal and regulatory requirements for your organization and its products and services.
- Providing products and services that conform to agreements made with the customer, supporting them in their technological choices.
- Continuing to maintain a high level of product and service quality in terms of:
 - ✓ Adequacy of the work environment, machinery, and equipment
 - ✓ Adhering to delivery deadlines with precise scheduling
 - ✓ Control over the entire production process
 - ✓ Providing comprehensive technical documentation to enable customers to be as self-sufficient as possible
- Selecting and involving suppliers to ensure continuous improvement in the quality of products and services
- Integrating productivity, efficiency, and quality in the production process while reducing production and procurement costs at the same level of final product and service quality
- Informing, involving, and empowering all employees at all levels with quality principles, increasing awareness of their role and engagement in company objectives.
- Implementing an effective system of improvement actions carried out as a result of:
 - ✓ Analysis of the business context,
 - ✓ Risk analysis for the organization,
 - ✓ Non-conformity detections,
 - ✓ Internal audits, carried out periodically to assess the performance of the quality management system,
 - ✓ Customer complaints,
 - ✓ Proposals from employees and stakeholders

This Policy is made available to stakeholders (through internal bulletin boards and the company's website), communicated to the organization through internal meetings, and periodically reviewed as part of the annual Management Review.

Cittadella, 5 Giugno 2023

Officine Meccaniche Pellanda srl