

La **F.lli BIGARAN S.r.l.** orients its Quality Policy to the fundamental principles of the ISO 9001 standard, the reference model for its Quality Management System, namely:

- increasing the satisfaction of stakeholders, primarily customers;
- setting up the processes related to the Quality Management System with a view to effectiveness
- Risk Based Thinking approach to projects and activities
- continuous improvement of all activities and products supplied

In line with this, the company's objectives are as follows:

- ✓ clear and streamlined organization;
- ✓ products perfectly adapted to customers' needs;
- ✓ regulated and controlled processes;
- ✓ tools and resources adapted to needs, technology and the market;
- ✓ awareness, enlargement and strengthening of the Quality culture at all company levels;
- ✓ empowerment of all company figures;
- ✓ compliance with the applicable technical and regulatory standards.

The Management, which is personally involved in day-to-day operations, and all employees of **F.lli BIGARAN S.r.l.** are committed to working passionately and cooperating in order to achieve the set results, also in accordance with the Improvement Plans and the annually defined dashboard of performance indicators, in order to increase effectiveness and efficiency.

To support and disseminate this Policy at all levels, the Management is committed to

- posting appropriate signs and written indications within company areas
- maintain personal relationships and call regular meetings
- publish it on the website

The Management officially approves this Policy and, through the Quality Assurance Manager, establishes, makes operational and maintains the described Quality Management System within the entire company structure, offices and plant.

The Head of the Quality Assurance Function, with the support of the PRD Function, is also given the authority and responsibility to suspend any activity or process that compromises the proper effectiveness of the Quality Management System.

• **The Management recognises that achieving a satisfactory level of quality is the responsibility of all those whose task it is to carry out individual activities and that this cannot be considered the exclusive task of the Quality Assurance Function.**

Alessandria, 12/01/23

La Direzione

Mario Bigaran
Amministratore Delegato
