



COMPANY QUALITY POLICY

Rev 1
12/02/2018

The Management hereby intends to raise awareness of all its employees, each according to the level of responsibility they are responsible for, including also the Suppliers, regarding the objectives and guidelines to be adopted in compliance with the Company Quality policy

1. Each one, in carrying out his own activity, must always know the needs of his own Client and operate in such a way as to satisfy his expectations. The Customer is to be understood as both the customer of the product and, within the company, the downstream organization (department/office) that uses the result.
2. The Management, in carrying out its activities, considers the needs of the customers as priorities (specific customer requirements), the results of the context analysis, the needs of the other interested parties and the applicable mandatory requirements.
3. The continuous evolutions of MITOS s.r.l. require the need to carry out a periodic analysis of the policy and related corporate strategies, consistent with the context in which it operates, appropriately documenting any changes.
4. All personnel, including external suppliers, are called to operate with a view to continuous improvement of the quality management system of MITOS s.r.l. This commitment must be considered among the primary values on which to base all the conditions for guaranteeing the continued presence of the Company on national and international markets.
5. Each Manager must encourage the involvement of their collaborators in improving the quality system, giving everyone the opportunity to express their ideas and proposals for solving problems; he will also have to favor their professional and cultural enrichment.
6. Each corporate function must keep the indicators of the quality level of the product and service offered under continuous control, promptly implementing the improvements necessary to achieve the objectives set by the Management, within the scope of the directives received.
7. Each Supplier must be considered a "partner" of MITOS s.r.l., integrating it into the MITOS Quality Management System, supported and periodically verified so that it is continuously oriented and in line with the qualitative improvements necessary to meet our needs and those of our customers.