

QUALITY POLICY

At **UNISPECIAL**, our mission is to be a reference in the sector of the production of specific parts from turned bars and secondary turned bars using CNC lathes with sliding and fixed head and CNC work centres with regard to the quality and reliability of our products and related services, in order to fully satisfy our customers.

Management is aware that the quality of the products and services we provide to our Customers is the fruit of the synergy of the work of all of our staff. That is why we promote and support training and individual improvement for all personnel in order to achieve and maintain a high level of quality of the company's products and processes.

Therefore, our Quality Policy aims to create a "culture of quality" throughout the entire company structure, aiming to achieve customer satisfaction and the pursuit of continuous improvement.

As regards procurement, we aim to establish and maintain a relationship of complete collaboration with our Suppliers to improve quality, innovation and costs for our products and service.

Committed to achieving all this, we work in compliance with our customers' expectations with regard to requirements and reliability, producing products that guarantee high quality standards.

UNISPECIAL's general quality objectives are to:

- ☐ Develop and maintain a Quality Management System in accordance with the requirements of Standard 9001
- ☐ Organise and coordinate production processes through suitable planning activities in order to ensure the respect of deadlines, under the terms and in the manner defined by the company in accordance with agreements with the customer
- ☐ Maintain the highest level of quality for our products and processes
- ☐ Identify market trends to assess trends, risks, and opportunities
- ☐ Train our staff to acquire the skills they need to achieve present and future quality goals

- ☐ Establish a clear and profitable relationship of collaboration with our suppliers, in order to maintain a high standard of product quality, to our mutual benefit
- ☐ Periodically review the Quality Policy to assess its suitability, making any changes necessary to guarantee the pursuit of our continuous improvement objectives
- ☐ Ensure compliance with business operations, in accordance with safety laws and environmental regulations

In order to reach these objectives, it is essential that we ensure that staff understand, implement and support this Quality Policy.

Management uses the following tools in order to pursue continuous improvement and maximise its effectiveness and internal efficiency:

- ☐ Business context analysis
- ☐ Risk and opportunity analysis by process
- ☐ Internal audits
- ☐ Non-compliance analysis
- ☐ Management review
- ☐ Customer satisfaction monitoring
- ☐ Application of corrective actions

This improves the satisfaction of our customers and other stakeholders.

All of UNISPECIAL's employees are informed of the company's Quality and continuous improvement objectives and are required to actively participate in pursuing them. To this end, staff share in the objectives and undertake to reach them.

Quality is considered a fundamental and indispensable value for the company's success.