



## Quality policy

In order to provide products/services that increasingly meet the needs of customers and the obligations deriving from the laws, as well as to guide and keep the company organization under control, **Copor adopts the following quality policy:**

- maintain an updated and active quality management system, compliant with the requirements of the international standard **UNI EN ISO 9001-2015**;
- implement and implement, in a systematic manner, the suggestions and opportunities for improvement that will be proposed, by all parties involved (Customers, Certification Body, employees, suppliers), in order to pursue a continuous adaptation of the quality management system (QMS) with respect to market needs;
- subject the management system to annual audits, in order to maintain the "Certificate of Conformity" over time.

A requirement of the reference standard expressly requires that the Management establish the "**quality policy**", i.e. define the objectives and general guidelines of the Company relating to quality (ie the products / services provided to its customers), which have been identified as follows:

- Increase the level of customer satisfaction;
- Understand the internal and external factors of the context in which the company operates
- Assessing stakeholder expectations
- Operate with a risk-based approach
- Keep the quality management system active and continuously improve its effectiveness;
- Improve the level of professional skills of corporate human resources;
- Increase the level of awareness of employees on sharing the objectives of the quality policy;
- Ensure compliance with safety requirements;
- Ensure compliance with environmental requirements;
- Ensure compliance with the confidentiality requirements of the client's intellectual property;
- Get a fair return on investment

The quality policy is a reference point for identifying the "**quality objectives**", which will be defined every year by the Management and communicated to the managers of the various company functions, in order to obtain an active involvement for their achievement.

The Management, believing that the quality policy and objectives, as well as the application of the management system are of fundamental importance for the development and growth of the Company, will promote meetings so that these topics are communicated, understood and implemented by company personnel of any level (managers, operational, administrative, etc.).

The Management also wishes to operate in such a way that each employee is aware that his activity contributes to the achievement of company objectives and that these can be effectively achieved through daily activity, carried out in compliance with both company rules and people (customers, colleagues of any level, suppliers, etc.).

Finally, we inform you that the management has appointed Mrs. Raffaella Barbieri, as "Quality Management Manager", with the responsibility and authority of:

- a) ensure that the processes necessary for the quality management system are prepared, implemented and kept up to date,
- b) report to the Management on the performance of the quality management system and on any need for improvement,
- c) ensure the promotion of awareness of customer requirements within our organization.

COPOR s.n.c.  
The Management

*Vertemate con Minoprio (CO), 31 January 2017*