

The CEO of Mancin S.r.l. acknowledges in the Quality of the Company's products, in its related execution processes, and in the given services, the key components for customer satisfaction. This achievements result in guaranteeing a significant and competitive presence in the markets where the Company operates.

The Management also considers customers and suppliers as essential partners in order to guarantee continuity, solidity, flexibility, and Company development.

In order for everyone in the company to be consistent with this Policy, the following goals must be highlighted:

Ensuring the customer with:

- a product corresponding to the customer's needs by guaranteeing a constant quality and reliability (defined features, performance guarantee, compliance with standards) respecting the binding requirements applicable to it.
- a constant improvement of the product obtained by planned and controlled actions, in order to prevent and eliminate product defects and solve organizational non-compliances;
- an adequate service in terms of communication, information, co-operation, and commercial relationship;
- collaboration with qualified selected suppliers and sub-contractors;

Ensuring the supplier with:

- a close involvement in the Company's Quality Policy and in its internal processes;
- a constant communication, constantly looking for products more and more compliant to the market requirements, together with the will to develop new articles;

Achieve in the Company:

- productive and unproductive processes with the utmost efficiency and flexibility;
- quality control on raw material, process efficiency, and compliance of products manufactured by subcontractors according to our Company's standards;
- integration between the various processes and business units in terms of communication and collaboration;
- a Management system that can monitor business processes by ensuring traceability when required;

In order to concretize the above procedure, the Management has decided to:

- continuously improve the effectiveness of the Quality Management System;
- adopt a process-oriented organization that includes performance metrics and Quality Management System processes by defining tracking indicators;
- empower human resources and their professional growth at all levels through the definition of awareness-raising and training programs;
- *develop innovative products and services with high technological content that can meet and anticipate customer expectations, in particular through digital innovation (Industry 4.0);*
- research new technologies that can make the products / services more efficient and reliable;
- optimize and improve the service for customers *and involved third parties*;
- improve workplace safety in compliance with current standards;
- conduct constant improvement actions for critical processes such as purchases;
- *carry out a constant analysis of Risks and Opportunities, as well as the context in which the company operates.*

The Company's Management in the first place is committed to provide an active role in the application of the Quality Management System.

Specific objectives and resources made available by the Company for the achievement of these Quality goals are subject to constant updating during the review by the Management, periodically promoted to evaluate the choices made, and to implement efforts to keep awareness of the whole Staff in reference to the principles of Quality.

The Management requires all employees to make the utmost commitment to achieve what is stated and expressed in detail in this policy throughout the Quality Management System documentation.

Date: 31/01/2020

The Management