

QUALITY POLICY

Enghouse Italy S.r.l., through the implementation of a documented Quality Management System, undertakes to ensure the quality of its products/services in order to meet customers' expectations and consolidate the position achieved in its market segment.

Furthermore, thanks to the implementation of its Quality Management System, it aims to:

- develop **the culture of quality** of its employees, making them aware of the importance of everyone's role;
- plan its own QMS approach based on **Risk Based Thinking** approach;
- **adequately manage non-conformities**, since process / product anomalies have the effect of adding additional costs and possibly damaging one's own customers and position;
- **satisfy customers' requests**;
- **continuously improve** the product / service provided, in line with market needs through marketing surveys and customer feedback;
- continuously **adapt** company's **production capacity and flexibility**, in order to maintain a high competitiveness of its products and an optimal quality / price ratio;
- **comply with all applicable laws and regulations**;
- **involve and convey** the present **Quality Policy to personnel** of all levels;
- constantly **monitor** the progress of the processes and, based on these, establish and achieve **objectives** to improve their performance.

The **business quality improvement plan** defines in detail our improvement objectives, which are an integral part of the Quality Policy.

For this purpose, provided the respect of current laws, of the technical-contractual legislation and of product safety legislation, the Quality Management System is implemented for planning and controlling all the activities that influence our services' quality. For this reason the general guidelines of its corporate mission have been defined, and can be summarized as:

⇒ Customer care

Measuring customer satisfaction is the benchmark for implementing improvement programs. It is based on:

- ✓ the direct collection of customer satisfaction by the Commercial Department through informal interviews that are transformed, if necessary, into complaints subsequently managed;
- ✓ the detection of Claims spontaneously communicated by Customers to **Enghouse Italy S.r.l.** personnel;
- ✓ formal surveys of customer satisfaction through questionnaires administered to our customers.

⇒ Quality of supplies

Expressed through:

- ✓ the supply of products and services meeting customers' requirements and internal quality parameters;
- ✓ the constant monitoring of our suppliers through some indicators particularly important for us.
- ✓ the implementation of procedures to certify compliance of certain products supplied to the technical requirements of our products.

⇒ Quality of human resources

The awareness of the need to increase the competence and active involvement of our staff thanks to the constant attention to the development of resources is the basis of the quality of our offer to customers.

To ensure this competence, training management processes and monitoring of its effectiveness have been defined.

⇒ Implementation of business objectives, of Quality Policy and, more generally, of the Quality Management System

The Management aims to increase:

- ✓ effectiveness (achievement of concrete results) and efficiency (achievement of results with minimum costs) of one's processes and of the Quality Management System in general;
- ✓ the effective management of any non-conformities detected and the prevention of potential non-conformities through all the activities performed.

With regard to customers' orders we put great attention to a correct and optimized resource allocation. Furthermore, the managers responsible for the orders are encouraged to maintain margin targets on orders, eliminating all causes for inefficiency.

⇒ The constant effort to improve the items listed

The pursuit of improvement objectives relating to the guidelines listed above is implemented through the application of the procedures defined in our Quality Management System.

Milan, 31 January 2018

Daniele Barki
CEO

