

QUALITY MANAGEMENT SYSTEM

UNI EN ISO 9001:2015

CHAPTER 5

Annex 5.2

Policy for quality

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MecTronik is committed to pursuing a policy that focuses on the customer, its expectations and needs, adopting the fundamental principles of equality, impartiality, right of choice, participation, efficiency and effectiveness.

The Management defines as a client, anyone with recognised interests, who is involved in the procedural and/or substantive aspects of the company's activities. Therefore, the customers are identified in the users of services of sale products and services of embroidery offered, in the ordering institutions, the employees of the enterprise and the users of the products - offered services. To ensure the ability to meet the needs and expectations of customers, employees and other interested parties, the company has defined its own Quality Management System, which in accordance with the UNI EN ISO 9001:2015, reports the responsibilities, management and operational procedures approved and adopted at each of its organisational components.

The Quality Management System is a useful tool to ensure the continuous improvement of the organisational and management structure and consequently the quality level of the service offered to its customers.

The Management believes that the best way to pursue the Quality Objectives is to always take into account, in addition to the procedures defined, also the mandatory requirements, expectations and needs of customers. It therefore undertakes to ensure that these requirements are understood and respected by all staff. The Management is also committed to continuously improving the quality management system to ensure the satisfaction of the needs of customers who use the product-service offered, **Mectronik** intends to improve the quality system **UNI EN ISO 9001:2015**.

The Quality Policy is periodically reviewed to adapt it to new business and market situations.

In defining the Quality Policy, the following elements have been considered:

- The expectations, needs and level of customer satisfaction;
- The needs and expectations of employees and other involved parties;
- The development and the contribution of staff and collaborators;
- The potential contribution that can be assured by suppliers;
- The resources needed to meet the requirements of the standards and achieve the defined objectives;
- The improvement actions that can be activated to ensure the quality and good functioning of the company;
- Quality objectives defined at corporate level.

In accordance with the Quality Policy and in relation to what emerged in the management of the organised activities, the Quality System provides for the periodic identification of improvement objectives regarding the organization of the company. These objectives, closely linked to the company policy and to the

needs directly and indirectly expressed by the customers, are defined in relation to the results of the Quality System Review and improvement identified needs.

The Company's commitment is to pursue the following objectives in relation to the fields of activity:

1) Quality Management System and Administration:

- Improving one's own "Quality Management System" according to the requirements of the reference standard UNI EN ISO 9001:2008, chosen by the management as reference;
- Performing documented "Procedures" and keep them constantly updated to ensure that the services we provide meet the real needs of our customers;
- Planning measurable objectives and pursuing their achievement.

2) Resource Management:

- Staff: increase technical and management skills through appropriate training;
- Tools and other resources: constantly verify the adequacy of equipment and resources used in the provision of our services.

3) Handling Non-conformity, Complaints, Corrective Actions and Improvement:

- Implement a management of registration of Non-conformities and complaints detected in relation to different business processes in order to reduce the Costs of Non-quality identified for the same ones;
- Analyse the collected data to define appropriate corrective and/or preventive actions and ensure continuous improvement of processes.

4) Relationships with suppliers:

- Providing the selection and qualification of suppliers, choosing among those estimated reliable and update it based on their actual performance;
- Constantly assess the possibility and need of acquiring new suppliers who may offer products and services of high quality and excellent quality/ price ratio.

5) Internal Inspection Checks:

- Continuously monitor the "Quality Management System" through a proper planning of internal inspections and in such a way as to detect the company's weaknesses with a view to non-stop improvement.

6) Market and improvement

- Pursuing the target of meeting the needs of its customers and the market, that is to ensure services and products that meet their needs and expectations through a monitoring of customer satisfaction in the several business processes;
- Pursuing the goal of improving the quality of our products and services;
- Complying with applicable mandatory laws in relation to the service offered by our company.

The Quality Policy acknowledges the innovations introduced with the review of the ISO 9001 made in 2015, in particular the need to:

carry out an accurate analysis of the context in which the enterprise operates, as the internal and external factors of the atmosphere are continuously and fastly changing and may, therefore, deeply influence the development and the future of the enterprise.

plan the management system for quality according to the logic of risk management and risk assessment, determining the risks and business opportunities in order to:

- provide assurance that the quality management system may achieve the expected results
- increase the desired effects
- prevent, or reduce side effects
- achieve improvement

organise the company's work for processes and business flows in which inputs, activity phases, resources, corporate responsibilities involved and outputs are carefully weighed.

apply strict business process management procedures

to identify mechanisms for monitoring and verifying the activities carried out, applying parameters that can be objectively assessed, according to the fixed quali-quantitative result targets.

ensure a good internal and external communication with all stakeholders of the company using for this purpose the modern tools available (website, social networks, leaflet) in order to identify their expectations.

organise a quality system and a company administration consistent with the company's vision and mission and with the specific legal nature of the company.

actively involve all human resources in business processes and ensure that people are adequately trained and qualified for the implementation of their work.

Actively involve all human resources in business processes and ensure that people are adequately trained and qualified to carry out their work.

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