

QUALITY POLICY

duemme's corporate purpose is to meet market demands according to the qualitative qualifications requested.

Management deems that this primary purpose may be achieved only through customer satisfaction and that of the relevant parties.

Duemme's General Management identifies these main corporate policy goals:

- improvement of customer satisfaction;
- enhancement of human resources;
- meeting the commitments to all the parties involved (suppliers, environment, etc.);
- continuous improvement of all systems and processes;
- improvement of company results.
- foster development and application of the philosophy based on risk management
- act impartially and confidentially

Based on the periodic analysis of the context, the ownership of **duemme** plans its Quality System and performs the assessment of risks and improvement opportunities on its company processes with the aid of the managers, using the tools identified (Risk Analysis).

This risk analysis is updated periodically (at least once a year) and every time major changes to the company processes come up.

All **duemme** workers and collaborators must share these general objectives.

Specifically, to reach the above-mentioned objectives **duemme** means to:

Increase **customer satisfaction** through:

- meeting contractual commitments;
- handling communication with the client;
- improvement of service quality;
- assistance and consultancy for the client;
- a downward trend in the number of complaints and cases of nonconformity by carefully analysing them;
- ongoing monitoring of customer satisfaction.

Enhance **human resources** by:

- continuous personnel training;
- improvement of the work environment;
- protection of worker safety;
- increase in the employment rate;
- incentive systems aimed at sharing corporate objectives.

Develop **continuous improvement** of all corporate processes through:

- Measurement and improvement of the process indicators;
- Gradual elimination of inefficiencies;
- Improvement of instrumental resources by constantly upgrading the equipment.

Improve **company results** by:

- Increase in the market shares on the national and foreign markets;
- Increase in market penetration and related new client acquisitions through communication of the company image by using new communication technology;
- Meeting budget objectives;
- Improvement of company profitability.

Management will set the specific objectives annually, sent to all employed personnel. They will be monitored with designated indicators.

The General Management deems that these objectives can be reached with organisational improvement and by maintaining a Quality System in conformity to the UNI EN ISO 9001 and UNI CEI EN ISO/IEC 17025 standards in the latest applicable editions, trusting that the conduct of all members of the company is consistent with that decision.

If there are documental or organisational changes to be implemented on the system, management shall undertake to adopt the necessary measures in order to maintain the same quality level

Achievement of the objectives set in the Quality Policy shall be assessed during Management's Review.

RESOURCES

Management shall undertake to provide all the necessary resources:

- Financial;
- Human;
- Technical, instrumental and infrastructural.

in order to achieve those objectives.

When lacking, these resources are defined and quantified yearly during Management's Review.

DISCLOSURE OF THE POLICY

The Quality Policy is communicated to all **duemme** personnel, and when deemed best, to the Relevant Parties; Management ensures its comprehension by constantly working to inform and raise awareness for everyone in addition to the annual review in order to guarantee their eligibility over time.