

QUALITY POLICY

The quality policy of **Tecnosida**[®] represents the Organization's commitment to Customers and Interested Parties to guarantee the quality of its services.

With the precise commitment to raise the general level of quality of the entire system, **Tecnosida**[®] has adopted the ISO 9001 standard as a guideline.

Effectiveness, speed, specialization, competence and attention to the objectives are considered by **Tecnosida**[®] key elements to keep always monitored and improved through:

- the exact measurement, the aid of objective tools, customer satisfaction and company performance through known indicators;
- the analysis of requirements and performances that lead to a constant planning of actions aimed at continuous improvement and satisfaction of Client's expectations and Interested Parties;
- a continuous and effective training to reach the level of competence required by the market and the diffusion of this same company policy;
- investment in research and innovation, to enable us to keep up with the changing needs of the customer;
- attention to dialogue and attention to detail, to offer the customer a punctual service able to meet his expectations.

Tecnosida[®] defines measurable objectives to be achieved and supervised, so as to guide everyone's commitment to clearly identified goals, guaranteeing a propensity for teamwork.

The involvement and participation of all the company functions is considered an essential element for the success of our Policy, so that the satisfaction of the Customer and the Interested Parties can also translate into business development opportunities and growing economic results.

THE DIRECTION

Carate Brianza, November 22, 2018.