

VITERIA FUSANI S.r.l. pursues a Quality Policy aimed at business development and customer satisfaction in order to guarantee the reliability of the organization and the quality of the products/services provided.

This Policy constitutes a frame of reference to formalize the goals and commitments to be achieved. The following will constitute a concrete basis for this choice:

- a) to tie our corporate image to high-quality standards, with a commitment to the continuous improvement of business processes, as well as of the products and services provided;
- b) to optimize internal resources in order to avoid errors, delays, and inefficiencies;
- c) full compliance with applicable national and international legislation in force.

QUALITY POLICY – CORPORATE GUIDELINES

- 1) The Quality Policy is widespread within our Organization. Viteria Fusani's Management is fully committed to supporting this policy and ensuring it is understood and implemented at all levels of the Organization.
- 2) The Quality Policy must be considered a starting point and not an endpoint, a stimulus for all the corporate staff to strive for continuous improvement and formulate suggestions for process improvement.
- 3) Viteria Fusani's Management is committed to providing adequate resources (infrastructure, machinery, and personnel) for the achievement of the established goals and, more generally, for the compliance with the applicable requirements.
- 4) The Quality Policy considers the context in which Viteria Fusani operates. Risks related to the company's processes are systematically reviewed.

CERTIFICATION

VITERIA FUSANI S.r.l. has been an advocate for quality for a long time; the Organization has been UNI EN ISO 9001 certified since 1998 and IATF 16949:2016 certified since 2019.

The requirements of the above-mentioned standards constitute a reference for the continuous improvement of our Organization and the products/services provided.

STRATEGIC GOALS

It is our intention to pursue the following goals: to identify and fully meet the needs and expectations of our customers; to continuously improve the internal organization and the employed methods in order to increase production efficiency; to raise the awareness of the corporate staff towards high-quality standards.

Besides, our company intends to pursue the following strategic goals:

- 1) to further develop the management tool (MES) in order to improve the efficiency of the processes and/or control capabilities;
- 2) to acquire qualifications that are more and more appropriate to the reference markets (qualifications for process auditors according to Automotive standards and FMEA techniques), which are the basis for customer satisfaction and for the achievement of high-quality standards;
- 3) to identify the most suitable methods for business continuity and to identify new markets and/or new clients (agents, trade fairs);
- 4) to invest in personnel recruitment, also in order to ensure the company's continuity;
- 5) to continuously monitor environmental conditions and health & safety at work in order to identify, in compliance with the applicable mandatory requirements, the most suitable ways to respect the environment and create the conditions for a healthy and safe workplace.

SHORT TERM (FUNCTIONAL) GOALS

Every year, VITERIA FUSANI's Management establishes a set of goals in the document called *Goals and Indicators of business processes*.

Each business process is defined by objectives and related indicators. The Management of Viteria Fusani requires a collective commitment to the application of the Quality Management System.

Valle Lomellina, September 1, 2020

General Management,
Gianpiero Fusani

