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From the beginning the Direction had as Al Ti Color primary aim the customer's satisfaction in terms of product quality and service. To reach this aim, it felt the need to introduce and adopt a Quality System UNI EN ISO 9001:2015 which is focused on the customer's satisfaction

In 2016 Al Ti Color decided to have a Quality System UNI EN ISO 13485:2016 because most of processing and treatments are made on medical sector products. To reach this aim is fundamental to respect and identify the regulatory aspects and to maintain the effectiveness of business processes.

With a view to constant improvement and to finally guarantee the quality of ultimate product, in 2019 Al Ti Color reached the QUALANOD brand for the aluminium oxidation. This brand is a warranty of control of the process parameters with a particular attention to the features of the obtained surface.

In 2021 Al Ti Color has decided to adapt its quality management system to the UNI EN ISO 9100:2018 standard as it is implementing its processes for the production of products for the aerospace and defense sectors. Fundamental to achieving and maintaining this goal are attention to customer requirements, the awareness of the operators of the impact of our treatments on the details aimed at this sector and compliance with regulatory aspects.

The Direction knows that the quality of the product and of the service is the result of the performance synergy of all staff of the company. For this reason it promotes and supports the training and the individual improvement of all staff to reach and maintain a high quality level of the products and of the business processes.

The Quality Policy is oriented to create in all business structure:

- The "quality culture" aimed at customer satisfaction and the pursuit of continuous improvement (9001);
- A strong awareness of the compliance with customer requirements, the regulatory one included, and awareness of the importance of implementing controls and maintaining process efficiency (13485);
- A consolidated modus operandi that allows obtaining safe and high-level processing (QUALANOD);
- the awareness of all staff of the importance of the work of the individual for the correct implementation of the entire process, of compliance with the product requirements, of the presence of the customer as a partner in the study of the key characteristics of the products and in the development of new processes (9100).

As regards supply, Al Ti Color tends to establish and maintain with its suppliers a relationship of full cooperation in terms of quality improvement, innovation and costs of products and the service.

With the commitment to achieve what was said, Al Ti Color works in compliance with customer expectations, in terms of reliability in the creation of the products guaranteeing high quality standards.

General quality aims of Al Ti Color are:

- ✓ Maintain a quality management system consistent with requirements of the standards UNI EN ISO 9001:2015, UNI EN ISO 13485:2016 and UNI EN 9100:2018.
- ✓ Organize and coordinate the realization of production processes through a suitable programming activity to ensure compliance with deadlines, in the defined terms and conditions by the company according to what agreed with the customer

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- ✓ Ensure of the maintaining of the most high quality level of the products and the business processes according with QUALANOD standards.
- ✓ Identify market trends in order to assess trends, risks and opportunities.
- ✓ Train staff to get them the skills they need to achieve present and future quality goals;
- ✓ Establish a clear and profitable relationship of collaboration with suppliers, in order to maintain a high quality standard in the products, with the result of a mutual benefit;
- ✓ Ensure compliance and compliance with delivery times;
- ✓ Periodically review the Quality Policy to assess its suitability, making any changes, in order to ensure the pursuit of the goals of continuous improvement;
- ✓ Ensure compliance with the corporate work, with respect to safety laws and environmental legislation and other applicable regulatory requirements;

To achieve these objectives, it is essential to ensure that the Quality Policy is understood, implemented and supported by the staff.

In the perspective of pursuing continuous improvement, in order to increase internal effectiveness and efficiency, the Management has activated the following tools:

- ✓ Business context analysis;
- ✓ Analysis and management of risks and opportunities by process;
- ✓ Internal audits;
- ✓ Non –compliance analysis;
- ✓ Management review;
- ✓ Customer satisfaction monitoring;
- ✓ Activation of corrective and preventive actions.

This improves the satisfaction of customers and other interested parties.

All employees of Al Ti Color are informed about company objectives in terms of Quality, continuous improvement and importance of compliance with the requirements and must actively participate in their pursuit; for this purpose the staff shares the objectives and undertakes to maintains them.

Quality is considered a fundamental and indispensable value for the success of the company.