



QUALITY POLICY – 05M01A

The General Management of Omlat Mechatronic Srl

- aware of the need to consolidate the Company's position in the sector in which it operates
- considering the market's evolution towards an increasing competitiveness
- need to develop its commitment to activities having an increasingly advanced technological content

decides to activate a company management leading to the establishment, maintenance and improvement of a Quality System in accordance with UNI EN ISO 9001: 2015 and involving:

- the organizational structure
- the responsibilities
- the procedures
- the processes
- the available resources

The purpose and objective of the above decision is to equip itself with an instrument that ensures complete Customer satisfaction through continuous improvement of the products supplied by the company Omlat Mechatronic Srl
The adequacy of the Quality System will be achieved by:

- the control of quality requirements for each business process
- the periodic analysis of the organizational environment
- the analysis of the risks of its processes to keep them constantly under control
- the planning of control actions to verify, at each stage, compliance with the requirements
- the realization of products in which the know-how is fully owned by Omlat Mechatronic Srl

Annually, before setting the plan of objectives, the Management checks the need to adjust the Quality Policy to the new needs of the Company and customers.

From the Customer's perspective, improving products and services means:

- improving Quality, that is, rationalizing the work of those who, through their efforts, can contribute to the achievement of the goal. The Quality System, established of the company Omlat Mechatronic Srl is also a tool for documenting business processes and rules of good behavior (clarity of tasks and responsibilities) that everyone is required to apply.
- improve Service, i.e., offer to the Customers:
 - "external", promptness in interventions and proven technical competence
 - "internal" (i.e., those who use the work of others), the best conditions for doing one's jobs well
 - Equipping itself with tools that enable it to take in the customer's requirements, analyzed, review and verify them at the various process stages to meet its explicit and implicit demands and expectations
 - To provide comprehensive customer service through the technical support that the company,
 - thanks to the continuous training of its staff, can give the customer

To achieve the goals of the Company, need to activate and maintain the following tools:

- Formalization of objectives to be achieved and interventions to be activated for the main Company Functions
- Quality training for company personnel (information, involvement, training)
- A control and management system for company processes that allows their monitoring and management with a view to continuous improvement.
- The company periodically analyzes its organizational environment to assess the effectiveness and appropriateness of the system.
- Business risks and opportunities for process and strategy development are also analyzed because of the above.
- At Omlat Mechatronic Srl, all possible steps have been taken to integrate sustainability into every aspect of our process

Ceresole d'Alba, 09/02/2024

General Management