Quality Policy

The purpose of the Company is to ensure prosperity and well-being over the short, medium, and long term. The Company recognizes that a fundamental condition for achieving this goal is attaining a significant position in its market, achieved primarily by satisfying contractual and legal requirements and delivering a product characterized by high Quality. This Quality is defined by the product's physical, functional, and aesthetic characteristics. Achieving this market position depends on the following factors:

- Attaining financial results that not only provide adequate returns on investments but also support necessary planning for process and product development investments.
- Understanding market needs and trends to define appropriate product and service strategies.
- Continuously updating the process technologies employed.
- Continuously evaluating and leveraging internal and external resources to enhance production processes.
- Training and engaging employees to maintain high levels of competence, awareness, and commitment, ensuring professionalism that aligns with the activities carried out, complemented by active involvement from the workforce.

The management and integration of the aforementioned factors must be achieved through meticulous planning and careful process monitoring. This involves evaluating risk indexes and related opportunities, with full awareness of the Company’s operational context. Based on these premises, the Company is committed to:

- Establishing a Quality Management System encompassing planned and Systematic activities necessary for controlling and improving parameters affecting product and process Quality.
- Ensuring ongoing compliance with the System's requirements while planning and maintaining continuous improvement processes.

The primary goal of the improvement plan is to position the Company as the best partner for ProControl customers. Improvement initiatives must stem from the Company’s commitment to periodically plan programs that define:

- Specific objectives;
- Timelines and responsibilities for achieving these objectives;
- Objective criteria to evaluate the results.

The management, relying on the Company’s leadership, is dedicated to:

- Establishing communication channels with clients to identify their needs and how best to meet them.
- Documenting the Company’s organization to clarify the responsibilities, authority, and relationships among its sectors.
- Mandating all Company managers to identify and adequately meet the needs for instrumental and professional resources.
- Operate in compliance with the mandatory rules and requirements of the reference market
- Equip and implementing a Quality Management System compliant with the UNI EN ISO 9001:2015 standard, integrating environmental requirements from ISO 14001:2015 and safety requirements from ISO 45001:2018. The Company is committed to promoting this culture across all organizational levels by assigning responsibility for the System’s establishment, application, and maintenance to a designated team member, who will also report on its progress.
- Reviewing the Quality Management System at predetermined intervals to verify its alignment with the reference standards, the pursuit of this Policy, and the achievement of objectives.
- Communicating this Policy internally and externally to ensure full understanding.
- Periodically reviewing this Policy to assess its effectiveness in managing the Company.

The Company acknowledges the market impacts related to climate change and actively promotes sustainable initiatives to minimize its environmental footprint. It is also committed to fostering inclusion and gender equality and disseminating these principles to all involved stakeholders.

Località Sforzesca di Castell’Arquato (PC), 25.11.2024

Giulio Zani

Pro Control s.r.l.
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