

## QUALITY POLICY

The Management of **USPA Europe Srl**, in order to improve its Quality Management System, in the light of market developments and the requests of its Customers, defines in the following document called "Quality Policy", the guidelines that must be followed in order to achieve the targets set.

The document is distributed at all levels of the company through direct distribution and posting on bulletin board, as well as publication on the company website.

**USPA Europe Srl** priorities values such as equality, impartiality, continuity, participation, effectiveness/efficiency and freedom of choice, and involves all staff through periodic meetings to communicate the company priorities and evaluate the activity carried out, as well as analyze the problems arising in order to make the necessary corrective actions.

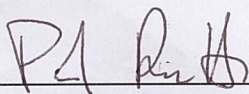
The company wants to offer its customers with cutting-edge products always ensuring an efficient and timely service.

It also intends to clearly define the roles and skills of the internal staff to improve communication between the various functions, improving the planning to make all business processes simpler and more effective.

For this purpose, the management adopts a quality management system according to ISO 9001: 2015, to intervene in an organic and effective manner on inefficiencies and the main causes of non-compliance and inefficiency. It also defines a framework of general objectives that it intends to pursue by involving all the functions, with the aim of improving the service up to now.

A specific system for measuring customer satisfaction, allows to identify the dissatisfaction elements useful for the definition of corrective actions, but also to highlight the elements of satisfaction. The organization's objectives are also to improve communication with suppliers to obtain high quality products and services, as well as to search for new ones in order to identify alternative and more advantageous sources of supply, in order to compare them and evaluate them in a logic of partnership and mutual benefit relationship. The Management believes that the work environment for its personnel is crucial for the safety and achievement of the objectives set.

**The Management**

  
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