

Quality Policy

L.E.A S.r.l. Management, in this document, establishes the general lines of its organization quality policy to be implemented through a management system (QMS) characterized by a process approach, in accordance with ISO 9001:2015.

The ultimate aim of the policy is to respond in an increasingly satisfactory manner to market needs, to maintain a constant quality level of its services and processes over time, in compliance with environmental regulations and adequate to the service needs and contractual requirements of its customers.

It is documented, implemented and maintained over time; it is communicated to all employees, so that they are involved in the achievement of corporate objectives and are aware of their individual obligations; it is made public and available to interested parties; it is subject to periodic reviews to ensure that it remains current and appropriate for the organization.

The established policy has the following objectives:

- Always pursue end customer's satisfaction.
- Define an appropriate corporate mission, including a commitment to continuous improvement and prevention of non-compliances.
- Provide the framework for setting and reviewing objectives and targets, and document, operationalize and maintain them.
- Pursue compliance and application of its Quality Management System by all necessary means.
- Comply with the quality requirements of its services and products specified and defined, and verify with continuous process the technical and organizational activities involved in achieving the previous points.
- Identify all legal, regulatory and other requirements applicable to the Company's activities, products and services; ensure compliance with the relevant applicable legislation and regulations and other requirements to which the organisation subscribes.
- Set up, implement and maintain over time a Quality Management Program capable of implementing the Policies and achieving the objectives and targets set.
- Ensure operational control of the activities and monitor significant quality aspects, through appropriate controls and operational performance measurements.
- Establish and maintain periodic QMS auditing programs.
- Identify and implement corrective and preventive actions in all cases of non-compliance, verifying their effectiveness.
- Foresee and carry out training and awareness activities for personnel, necessary to ensure maximum effectiveness in the implementation and maintenance of the QMS.
- Ensure a correct and effective flow of qualitative information within the Company and towards external stakeholders, periodically submitting the QMS to the Management's review, to ensure adaptation of the same or parts thereof, to internal and external changes that may occur.

- Activate a process of continuous improvement in the Quality Management System, according to organisational, technological, legislative and regulatory changes.
- Create tools to document the application of the Company Quality Policy within the company, to customers, suppliers, certification and surveillance bodies.

The Quality Policy is pursued by periodically defining:

- quantified objectives.
- time period and responsibility for achieving them.
- company areas involved.
- resources made available.

The Management, in establishing these objectives, has given due consideration to:

- the traditions, characteristics and peculiarities of the organisational structure;
- the internal and external contexts with which it operates;
- the needs and expectations of stakeholders;
- the risks and opportunities associated with their own context and processes.

Management takes responsibility for ensuring that the requirements of the system are determined and complied with; it intends to involve staff through training and education; it is confident of the cooperation and commitment of management and all staff to:

- raise awareness of this policy;
- foster collective commitment to quality;
- collaborate in achieving the objectives described;
- make constructive contributions.

Chief Executive Officer
Gabriella Lojarro

Caselette, 12/01/2016