

 DR. B. PITTALUGA & C. S.R.L.	QUALITY MANUAL	All. 5
	QUALITY POLICY	Rev. 3
		Date 28/01/2022

CORPORATE POLICY STATEMENT

The general direction of Dr. B. Pittaluga & C. is committed to fully satisfy the customer and all the other interested parts (owners, employees, supplier and companies).

This can be pursued with entrepreneurial willingness, making available the necessary resources to achieve that goal.

In particular, Dr. B. Pittaluga & C. has the following quality goals:

1. provide Customers with products manufactured using up-to-date technology, following the most advanced scientific research;
2. achieve the established budget goals;
3. analyze and evaluate all the external factors relevant to the SGQ and their changes;
4. involve all employees in the improvement of products and services;
5. give evidence by the Clients of the quality of own work through a correct communication, that assure the positive image of Dr. B. Pittaluga & C.
6. strengthen in the Clients the idea of having to deal with a reliable and technically prepared reality, to assure a positive word-of-mouth, that can allow Dr. B. Pittaluga & C. s.r.l. to grow.
7. collect the Client's indication to verify the possibility of activating improvement actions. The verification is done during the management review;
8. manage adequately and in a timely manner the Customer's justified complaint, re examine them in management review, in order to take corrective actions;
9. set up actions to address risk and and opportunities, valuing the efficiency of said actions;
10. pursue partnership agreements with suppliers;
11. respect explicit and implicit contractual obligations;
12. respect the safety regulations on the workplace;
13. respect the current product safety regulations;
14. respect the current environmental protection regulations;

The General Direction of Dr. B. Pittaluga & C. s.r.l. undertakes to:

- translate the objectives expressed in this policy into measurable terms.
- provide annually the level of results achieved, specifying new targets for the following period.

The implementation of the quality policy is delegated to the Management, which takes full responsibility for it.

Mozzo (BG), 28 January 2022

DG SIGNATURE


