

For **AVS Alberti Visconti Senesi Manifattura Metalli S.r.l.** (AVS), "Quality" means continuously increasing customer satisfaction and organizational efficiency.

For this reason, the General Management undertakes to implement and maintain an effective and efficient Quality Management System (QMS), based on UNI EN ISO 9001:2015, which is oriented towards continuous improvement of the system itself and of the entire organization. This is precisely what determines the stability of AVS, with the GM which, through **a process-based approach supported by risk management**, plans and implements strategies and objectives for quality, as well as for company growth and development.

The primary objective for the AVS General Management is **Customer Satisfaction**, thanks to it is possible to direct company processes and to make them tend to the maximum degree of efficiency, anticipating non-compliant outputs. All this through monitoring and adequate planning, as well as any corrective and improvement actions, in support of a decisive commercial action in the acquisition of new market spaces and in the economic strengthening of the company.

A logic oriented towards improvement guides the GM investments in terms of material and - above all - human resources, focusing on the attitudes of each, the knowledge, competence and awareness of the individual and the distinctive abilities of the Company. The attention to improve the quality of the product through an accurate **ad Hoc production** based on the customer's requests also extends to the monitoring of company processes, to the supply of objects "ready to use" and totally produced in Italy.

Through the sharing and promotion of the Quality objectives by the General Management to all staff and collaborators, it is strengthened the team spirit and it is increased the specific productivity of each one, generating entrepreneurial spirit at various levels and great dedication to core values of the Company.

The company know-how is based on these principles and only through the Quality Management System it can be codified and continuously fed.

Therefore, the AVS General Management undertakes to follow and support these guidelines:

- To guarantee and to maximize customer satisfaction and positive economic results
- To promote the process approach and the Risk-Based Thinking, as the basis of the Quality Management System
- To create consolidated relationships with suppliers, external collaborators and customers in a partnership logic, as integral parts of the overall capacity to meet their needs
- To make available, to maintain and to enhance the infrastructure, the environment for the operation of processes and all the resources necessary for its continuity, including the protection of the environment and respect for health and safety at work, with related responsibilities
- To ensure adequate training and information for personnel at all levels, especially regard to technical issues and sector regulations
- To use the best technologies available to optimize the use of resources, raise awareness of the reduction of waste and, where possible, use renewable resources in order to contribute to sustainable development
- To ensure this here set out Policy and the related Management System are understood, implemented and maintained at all levels of the organization and that the system is supported by periodic and systematic information, education and training activities
- To ensure to make this Policy available to all interested parties.

Place and date

Pognano (BG), January 17th 2020

The General Management

CARLO MARIA VISCONTI