

Alpina Raggi SpA, in line with its corporate philosophy, based on the ability to continuously adapt to market needs, has decided to comply with the requirements of the UNI EN ISO 9001:2015 and IATF 16949:2016 standards to identify and meet the expected needs of its customers and relevant stakeholders, achieve competitive advantages, maintain and improve organizational performance and capabilities.

The Quality Policy is therefore a commitment from Top Management, including through the efforts of all staff, to obtain and maintain certification to the UNI EN ISO 9001:2015 and IATF 16949:2016 standards. This includes:

- continuously meeting the needs of its customers and stakeholders relevant to the management system
- continuously meeting product requirements as well as those relating to workplace safety and the environment
- continuously paying attention to the needs of its employees in order to establish and maintain a corporate climate that fosters their behavioral and professional growth
- continuously improving its performance by optimizing internal processes

To ensure its understanding and acceptance, this document has been shared to all levels of the organization through informational meetings, posted on company noticeboards and published on the company website making it accessible to visitors as well.

Based on the general principles outlined below, measurable objectives have been defined in more detailed documents that are monitored during annual management reviews, in order to continuously improve the effectiveness of the quality management system.

GENERAL OBJECTIVES

The primary objective for the Management is **to continuously develop its business to best serve current and potential customers**. According on this the general objectives are:

1. Satisfy Customers and Relevant Stakeholders: focus on listening to customers to provide the most appropriate solutions;
2. Continuously improve the quality of products manufactured to ensure customer satisfaction and loyalty;
3. Improve market position by operating both nationally and internationally: seek out new customers and increasingly attractive market segments; focus on listening to the market in general to promptly identify requirements and needs in order to continuously stay ahead of the competition;
4. Generate profits by containing costs and progressively eliminating waste, also to provide the company with financial resources for new investments and innovative initiatives, providing all stakeholders with increasingly improved performance indicators;
5. Implement a quality management system to document and consolidate company expertise;
6. Ensure compliance with delivery schedules agreed upon with the customer;
7. Invest in the training and professional growth of employees;

Lomagna, 30 January 2025


Managing Director