	<b>Quality Policy</b>				All. 1
	Revision	00	Date	01/07/2021	MQ 9001

The Management of MOPI S.r.l., aware of the need to offer its customers products and services designed to meet their expectations, has established, maintains and applies a quality management system in compliance with the international standard ISO 9001:2015.

The Management of MOPI S.r.l., considers Quality, a key element of its strategy and promotes the commitment to quality at all levels of the organization; aware of its role, disseminates and supports the commitment to meet the requirements of the Quality Management System and to continuously improve its effectiveness by conveying to all employees the concept of the importance of proper management and communication.

The staff and collaborators of MOPI S.r.l., are required to comply, in the execution of their activities, as prescribed in the Company Quality Manual and the procedures it recalls and to achieve the objectives assigned. To this end, the Management of MOPI S.r.l. plans and implements the continuous activities of involvement and training of staff in activities related to quality.

The commitments of the Quality Policy result in a plan of objectives defined, measurable and adapted to each level of the organisation.

The quality policy established by management, in accordance with the organization's overall policy and strategy, sets out as priorities the following objectives:

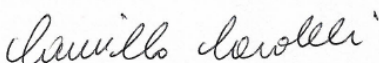
- systematic management efforts for the continuous improvement process;
- monitor and optimize business processes, correcting non-conformances that lead to waste and defects to continuously improve performance;
- involving staff at all levels to achieve company goals;
- base the relationship with the Customer and interested parties, on maximum collaboration, always and in any case, trying to evaluate all the requests in order to give timely answers, appropriate solutions and understand any implicit needs that may be met or generate opportunities for new services;
- measure corporate performance;
- work with customers, institutions and stakeholders in general to continuously improve the quality of service delivered and start (if possible) a shared growth path;
- maintain resources appropriate to the organization;
- identify the training needs of staff in order to plan coherent and targeted actions to guarantee the maintenance of their skills and professional development;
- measure performance and define goals and targets consistent with resources and role.;
- adopt an effective risk approach.

The Quality Management System is based on established and agreed rules and practices with all members of the organization (employees and collaborators) formalised in specific documents and procedures that must guide each company function in the performance of the activities in order to ensure the achievement of the objectives and targets set.

Achieving the aforementioned goals is only possible with the commitment of all employees. Therefore, at all levels, it is required to:

- ensuring compliance with operating procedures and rules;
- ensuring adherence to assigned roles;
- achieve the quality goals set for the jurisdiction;
- addressing inefficiencies and proposing actions to continuously improve processes;
- improve knowledge and cultural background;
- lead by example and participation;
- respect diversity (opinion, culture, religion, language, skin, ...).

**Technical Director**



**Quality Manager**

