

# Quality Policy

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The Management of the Metra Group is committed to establishing, maintaining and implementing a policy that is appropriate to the aims and context of the organization and supports its strategic directions.

This policy is the reference for setting company objectives, promoting the commitment to the continuous improvement of the quality management system and pursuing customer satisfaction and expectations.

The Quality System is an important management tool for refining processes with a view to preventing product failures, the Customer and "his" level of satisfaction are therefore placed at the center of the company's interests and dedicated resources.

The same quality policy requirements are also applied to the product safety policy, ensuring that this is understood and enforced within the organization and available to relevant stakeholders.

To fulfil its mission, the Metra Group intends to:

- ✓ develop and maintain a Quality Management System as a tool to achieve objectives, comply with commitments, promote continuous improvement of business processes, ensure compliance with mandatory requirements for related products and services;
- ✓ adopt an integrated risk management system, in order to ensure that the residual risk is minimised for all manufactured products, by setting up a risk management policy commensurate with the different hazards of the products;
- ✓ commit all the energy and skills available to listen to the indications, suggestions, expectations of the customer and focus each activity on his needs;
- ✓ consolidate the relationship with suppliers in order to provide customers with higher value, safe, reliable products through product failure prevention activities
- ✓ spread the appropriate culture and methodologies in the organization so that whoever works there is constantly able to provide the best expected service to the customer;
- ✓ Promote the proactive participation of all staff in compliance with the requirements/prescriptions specified in the quality management system;
- ✓ Ensure a clear definition of the profiles/roles and responsibilities assigned to the personnel responsible for carrying out the activities;
- ✓ Ensure the monitoring and measurement of the data and results achieved by making adequate resources available for the pursuit of continuous improvement;
- ✓ Promote an "ethical" management of the company in compliance with laws and regulations;

In order to achieve this, the General Management undertakes to:

- keep its quality management system up to date;
- assign to the "Quality Assurance Manager" the responsibility and authority necessary to take care of the management of the Quality System;
- identify the process indicators, define the objectives and the strategic plan for the achievement of the objectives; analyse the results achieved with respect to the set objectives, through the "Management review" and the verification of the effectiveness of the improvement actions implemented;
- inform staff about the results achieved, changes in the quality system, and opportunities for improvement.

The Management is committed to ensuring that this Quality Policy is understood, implemented and supported at all levels of the company.

Rodengo Saiano, 01 March 2020

Ing. Enrico Zampedri