



QUALITY POLICY

The medium-term prospects imply a positive result of commercial and operational efficiency, wanting to seize the results from this scenario.

The Management of **Multiconn S.r.l.** Quality management system according to the ISO 9001 standard, with the precise commitment to raise the overall quality level of the entire system, involving all the company functions in the constant search for better efficiency of the Relevant Interested Parties can be extremely great in development opportunities business and commercial growth tends to increase.

Constantly acting to improve the quality of the service, translates into an increasingly strong relationship of trust with the customer. Effectiveness, speed, specialization, competence, strategic partnerships and attention to the objectives are fundamental elements that always provide improved through:

- a) with the aid of objective tools, the precise measurement of customer satisfaction and company performance through known indicators;
- b) the analysis of requirements and services that lead to a constant planning of actions aimed at continuous improvement and to satisfy the expectations of the Customer and relevant Interested Parties;
- c) emphasizing the importance of continuous and effective training because through this it is possible to reach both the level of competence required by the market and the spread of this same company policy and the multiple topics that complete it;
- d) Keep general consumption and any processing waste under control with the certainty that we can work responsibly in a better environment.

To translate the principles and values contained in this policy into practice, the Management of **Multiconn S.r.l.** defines measurable objectives to be reached and supervised, so as to guide the effort of each on clearly identified goals.

The quality policy is formalized in the QMS, it is constantly implemented through the communication channels.