



GRAMMELOT

Quality Policy

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The Company considers the Quality as a key and strategic element and promotes the commitment for quality to all organization levels; aware of its leadership, the General Direction spreads and supports the commitment to satisfy the requirements of the Quality Management System and to continuously improving its effectiveness and people awareness.

The Company strategy aims to:

- Provide services with high added value in terms of quality of processes and offered services, by means of the most adequate technological and organizational tools internationally acknowledged as standard to each different case.
- Employ people of high technological skill
- Increase its presence in its reference market
- Establish long term relationship with its Customers
- Evaluate chances to apply to other markets

To this end, it has been established a Quality Management System conformant to the UNI EN 9100:2018. All Company personnel are requested to comply with the requirements described in this Manual for all the activities of their responsibility. In order to improve awareness, the Company adopts a continuous training policy by involving all staff in any evolution of the Quality Management System.

The Company's Quality Policy identifies the following main objectives:

- Customers Satisfaction
- Abidance of all applicable rules and national and international laws
- Continuous improvement and development

For all core processes, the Company defines objectives, indicators, programs and responsibilities. The Company is committed to providing the required resources to the above objectives in terms of competencies, tools, information and financial resources, and to continuously monitor their adequacy.

The General Direction promotes a "per process" and risk based thinking approach founded on the collection of information and data and on their punctual analysis.

The General Direction nominates a Management Representative who is in charge to monitor, maintain and improve the Quality Management System.

Following a pre-defined schedule, the Management Representative ensures internal audits on the application of the Quality Management System in order to verify its adoption and effectiveness and plan any possible preventive and corrective actions.

The General Direction is committed to analyse, at the beginning of each year in a dedicated Management Review meeting involving all functions' directors, all data collected and audit outcomes and take any possible corrective actions. During these meetings, the General Direction checks the results got during the previous year against the relevant objectives and establishes new objectives for the current year.

Quality policy is yearly reviewed and updated if required, during the Management Review; that also includes context analysis and risk management policy review.



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