

	QUALITY POLICY	M5-02
		Rev. 00
		Date: 20/10/2023

STIL CRIN SRL is committed to pursuing this corporate policy by always supporting it and spreading it to its collaborators, customers, suppliers and all stakeholders involved in the company processes. The company management firmly believes in the principles listed in this policy which are the tool for the continuous satisfaction of its customers and collaborators.

In line with the corporate guidelines aimed at achieving an effective and efficient organization capable of satisfying the needs of the interested parties involved, our company has adopted, maintains and seeks continuous improvement of its System for the management of the quality of work processes allowing us to:

- Identify and monitor current and future needs and meet the expectations of customers and interested parties (stakeholders).
- Identify and monitor possible business risks as well as opportunities for development and improvement.
- Ensure:
 - constant training for all internal and external collaborators according to their specific tasks;
 - the broadest and most frequent involvement of all internal employees and external collaborators as a fundamental prerequisite for the continuous improvement of the organization and service;
 - daily research to perfect the management tool adopted in order to effectively achieve this involvement and contribute to the improvement of the product and service requested;
 - that within these activities, as in any working moment, ideas and proposals for improvement must be favored;
 - the pursuit of "Creativity requires the courage to abandon certainties" even if it involves a greater initial commitment, as it would lead to a reduction in corrections over time, monitoring of waste, quantification of the costs of non-quality.
 - that the administrator, starting from the needs of the Customer and those of the market, can annually define a Company Improvement Plan also with a view to reducing environmental impacts, specifying the company and individual objectives that each Manager, on the basis of what is indicated and to the extent of his/her competence, develops and completes.

The Management also believes it is of fundamental importance to guarantee:

- attention to the value and involvement of staff, for a wide use of current and potential capabilities.
- clarity and transparency with customers.
- a high-quality technical service.
- a safe working environment.
- satisfy all the needs and requests of customers and interested parties through a flexible and meticulous consultancy and training service.
- that business decisions are made on the timely analysis of reliable data and continuous monitoring of the analysis of the business context as well as on possible business risks and/or opportunities.

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- a service offered characterized by quality, precision and punctuality thanks to continuous and profitable updating on sector regulations and with a constant eye on new technologies.
- continuous research and constant selection allow us to offer maximum security in the choice, thanks to high quality standards, variety of range and reliability of the product.
- the availability of highly trained personnel characterized by correct ethical behavior.
- the development of skills and constant training for all internal and external collaborators according to their specific tasks.
- the broader and more frequent involvement of all internal and external collaborators as a fundamental prerequisite for the continuous improvement of the organization and the service.
- constant attention and prevention towards the protection of health and occupational diseases as well as towards the safety of its workers and collaborators.
- environmental protection and pollution prevention.
- the development and maintenance of an effective and functional internal and external communication system.
- the commitment to compliance with applicable regulations and requirements and customer requirements.
- attention to the prevention of emergency situations and the readiness to respond to them, through emergency management simulations.
- awareness that the reduction of waste and the continuous improvement of processes and raw materials is essential to remain competitive.
- establishing mutually beneficial relationships with suppliers.
- involvement of third-party suppliers for environmental protection and compliance with safety and health in the workplace.

The leadership of STIL CRIN SRL, thanks to professional commitment and reliable management of its consulting and training activities, intends to make quality a strength and an essential foundation on which to base its business growth.

Company Management