



## QUALITY POLICY

The General Management of **MDPTech srl**

- aware of the need to consolidate the Company's position in the sector in which it operates
- considering the evolution of the market towards an increasingly competitive
- assessed the need to develop its commitment to activities with an increasingly advanced technological content

decides to activate a company management that leads to the establishment, maintenance and improvement of a Quality System in accordance with **UNI EN ISO 9001: 2015** and that involves:

- The Organizational Structure
- Responsibilities
- the procedure
- Processes
- The resources available

The aim and objective of the above decision is to equip itself with a tool that ensures complete customer satisfaction through the continuous improvement of the systems built by **MDPTech srl**.

The adequacy of the Quality System will be achieved through:

- Control of quality requirements for each business process
- periodic analysis of the organizational context
- the risk analysis of its processes in order to keep them constantly under control
- the planning of control actions to verify, at each stage, compliance with the requirements
- the construction of plants in which the know-how is entirely owned by **MDPTech srl**

Every year, before defining the plan of objectives, the Management verifies the need to adapt the **QUALITY POLICY TO THE NEW NEEDS OF THE COMPANY AND CUSTOMERS**.

From the Customer's point of view, improving products and services means:

- improve Quality, i.e. rationalise the work of those who, with their commitment, can contribute to achieving the goal. The Quality System, established by the company **MDPTech srl**, is also a tool for documenting business processes and the rules of good behavior (clarity of tasks and responsibilities) that everyone is required to apply.
- improve the Service, i.e. offer Customers:
  - "external", readiness to intervene and demonstrated technical competence
  - "internal" (i.e. those who use the work of others), the best conditions to do their job well
- Equip yourself with tools that allow you to understand the customer's requirements, analyze, review and verify them in the various phases of the process in order to meet their explicit and implicit requests and expectations
- Provide a complete service to the customer through the technical support that the company, thanks to the continuous training of its staff, is able to give to the customer

To achieve the objectives that the Company has set itself, it is necessary to activate and maintain the following tools:

- the formalization of objectives to be achieved and interventions to be implemented for the main process sectors;
- training for the quality of company personnel (information, involvement, training);
- a system of control and management of business processes that allows their monitoring and management with a view to continuous improvement.
- The company periodically analyses its organisational context in order to assess the effectiveness and adequacy of the system.
- In view of the above, business risks and opportunities for the development of processes and strategies are also analysed.
- at **MDPTech srl**, all possible measures have been taken to integrate sustainability into every aspect of our process

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The General Management



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