

QUALITY POLICY

Paparelli Alessandro e Figlio S.r.l. operates in full compliance with the principles of the **UNI EN ISO 9001:2015 standard**, adopting a Quality Management System aimed at continuous improvement and at achieving the full satisfaction of all relevant interested parties.

Objectives

The primary objective of the Company is **the full satisfaction of the needs and expectations of:**

- customers
- the reference market
- stakeholders directly involved in supporting the Company's activities.

Management Commitment

To achieve these objectives, the Management of Paparelli Alessandro e Figlio S.r.l. is committed to:

- promoting active **cooperation with customers**, encouraging effective planning of deliveries in line with the Company's production processes;
- ensuring **continuous updating** on regulatory, administrative and documentary requirements applicable in the destination countries of finished products;
- planning and holding **periodic internal meetings** to analyse issues encountered and to identify improvement actions based on past experience;
- ensuring **full compliance with the UNI EN ISO 9001:2015 standard** and with all applicable requirements;
- verifying the adequacy, effectiveness and conformity of the Quality Management System through **internal and external audits**;
- guaranteeing the continuous **monitoring of process performance indicators**;
- defining and periodically reviewing **measurable quality objectives**, promoting the involvement and awareness of all personnel;
- continuously monitoring the quality **level of the service provided to customers**, with the aim of achieving ongoing improvement.

Roles and Responsibilities

In order to achieve the above objectives, the Company has established the role of **Quality Management System Manager (QMS Manager)** who, in cooperation with Top Management:

- plans, coordinates and organises all activities necessary to maintain and improve the Quality Management System;
- is granted **adequate resources, authority and organisational autonomy** to identify, propose and manage corrective and preventive actions related to nonconformities.

Top Management undertakes to provide the **necessary resources** to ensure that all personnel are properly informed and aware of the requirements set out in the Quality Manual and in the Quality Management System documentation.

Each organisational function, as defined in the Quality Manual, is responsible for applying the procedures and operating instructions relevant to its own activities.

Continuous Improvement

Any significant changes to the Quality Management System shall be **reviewed and approved by Top Management**, in order to ensure consistency with this Quality Policy and with the Company's strategic objectives.

This Quality Policy is communicated, understood and applied at all levels of the organisation and is periodically reviewed to ensure its continued suitability and effectiveness.

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The Management
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