



QUALITY POLICY

QUALITY is understood by Bausano e Figli S.p.A. as the ability to respond adequately to customer requests, i.e. the ability to guarantee the correspondence of use for all products supplied and for the relative commercial and assistance services. Bausano pursues a policy of continuous quality improvement, according to the principles of the ISO 9001-2015 standard.

Full customer satisfaction must take place according to the concept and consequent policy that aims at the specific fulfilment of three fundamental requirements:

reliability

performance

service

The result is a priority attitude to product quality, not to be separated from a focus on productivity and customer service at all stages of product life.

The concept of quality must therefore permeate the entire Bausano structure considering another fundamental principle inherent to the achievement of quality, namely that in addition to the end customer, there are a series of entities within the company (which may be a department, a function, an entire sector or an individual) and each of these entities must consider the others as its customers and consequently give them the best service in terms of quality performance, punctuality and attention to needs.

Each Bausano employee is, therefore, responsible for the quality of his or her work both to the end customer and to the other entities in the organisation.

The quality objectives that the company sets itself are pursued through:

ORGANISATION: according to the concept of 'getting it right the first time'.

PRODUCT: which must be manufactured according to specifications, using approved and tested materials



PROCESS: realising it with professionalism and balance between quality and efficiency aspects

RISK ANALYSIS: identifying for each macro sector of the company structure, the possible risk elements that may cause product and service non-quality.

Everyone must be aware that quality in its broadest conception also has implications from an economic point of view, and therefore 'lack of quality' manifests itself through higher direct and indirect costs, whether overt or covert.

The common goal of the whole structure therefore also becomes to eliminate or reduce the costs of 'non-quality' within Bausano.

Rivarolo, 08-06-2022

The President of the C.A.