



Quality Policy and Objectives 2026 + 2028

M 4.1.1

The Management of Grazioli Cesare S.r.l., through this document, communicates to employees, collaborators, suppliers and Partners its commitment to pursue customer satisfaction, guaranteeing the Organization's ability to provide products and services that comply with applicable requirements, current regulations and the expectations of interested parties.

Management considers the Quality Management System a strategic tool for the continuous improvement of business processes, the consolidation of competitiveness and the sustainable development of the Organization.

OBJECTIVES

Management pursues the following objectives:

- optimise the quality/cost ratio of the products and services offered, maintaining high standards of reliability and competitiveness;
- design, manufacture and supply products characterised by:
 - Customer satisfaction;
 - continuous improvement of product and service performance;
 - organisational flexibility and responsiveness to market developments;
- ensure compliance with applicable laws, regulations and requirements, promoting solutions geared towards quality, protecting the health and safety of workers and reducing environmental impacts;
- adopt, where technically and economically possible, materials, technologies and operating methods aimed at energy efficiency, sustainability and responsible use of resources;
- strengthen the Organization's resilience through careful management of the supply chain and relations with qualified suppliers and Partners.

OPERATIONAL TOOLS

To achieve the preset objectives, Management promotes:

- the rationalisation of company organisation, interdependent processes and information and production flows;
- planning and monitoring of the main activities:
 - design;
 - supply;
 - production;
 - control and testing of machinery and equipment made;
 - technical support activities (service);
- training, awareness and professional growth of personnel, so they can operate with competence, awareness and responsibility;
- the involvement of personnel at all levels through knowledge of company objectives, compliance with the roles, procedures and operating instructions defined by the Management System.

CONTROL AND IMPROVEMENT TOOLS

Management verifies the effectiveness of the Management System through:

- internal audits of the System and business processes;
- checks carried out by accredited Certification Bodies;
- monitoring of process indicators, analysis of results and periodic review of the Management System.

Management is committed to maintaining and continuously improving the Quality Management System, ensuring the availability of the necessary resources and promoting a company culture oriented towards quality, innovation and sustainability.

Updated	Approving Function	Approver's signature
17/11/2025	Management	Edmunda Grazioli