

Our primary objective is to ensure the Company's continued efficiency as well as its long-term business sustainability.

To this end, we systematically pursue customer satisfaction by providing reliable, efficient and high-performance products and services, and constantly seeking to improve them, all in compliance with the law.

**Quality objectives**

The quality of our products and services is the fruit of the professionalism of the entire company staff and to the continuous updating of the knowledge of applied skills, from the advice given to customers for evaluating their needs, and the formulation of ad hoc offers, to the development of the project in compliance with the order, and the construction of the machinery. The utmost attention is given every step of the way up to the delivery and beyond, through to our after-sales service and assistance. Below is the list of Quality Objectives at the core of our values:

- A thorough understanding of customer needs, both expressed and implicit, and clear communication thereof through all levels of the company;
- Quick and effective design in compliance with all applicable standards of safety, product hygiene, ease of maintenance and spare parts identification;
- Quality and punctuality of our suppliers;
- Accuracy of mechanical processing, performed with modern quality equipment, continuous quality control on every part produced and/or purchased;
- Compliance with the service levels agreed to in the contract, as well as with the applicable safety standards in the law, with regards to mechanical, electrical, and electronic parts;
- Effectiveness of the technical assistance service and supply of after-sales spare parts through a special internal department (S.A.R.).

UNIVERSAL PACK has defined specific quality indexes to achieve these objectives. We systematically verify progress, as a way to keep the overall organization under control, in order to ensure pre-established objectives are being met.

Our Quality System described in the Quality Manual and in our Quality Procedures complies with the UNI EN ISO 9001:2015 Standard. Our Quality Management System pursues customer satisfaction through the following main objectives:

- The systematic supply of products and services that meet the expectations and requirements defined by the customer and/or by current applicable legislative provisions;
- The pursuit of continuous improvement of the performance of produced machinery.

The Quality System is approved by our General Management, which takes responsibility for its effectiveness and monitors its application. The Quality Manager is in charge of checking compliance with the adopted procedures and is given the authority to manage and enforce expectations, in particular:

- to ensure that a Quality System is established, applied and maintained in compliance with the requirements of the UNI EN ISO 9001:2015 Standard;
- to regularly report Quality System performance to the Management for continuous review and any potential improvements;
- to maintain relationships with organizations external to UNIVERSAL PACK for any updates on topics pertaining to the Quality System;
- to promote awareness to all company staff in order to obtain the maximum result that meets the objectives.

Staff and suppliers may contact the Quality Manager for any information relating to general product quality.

Management is committed to identifying and satisfying the customer's order requirements, as well as those deemed useful for further improving the performance of the machinery, in order to increase customer satisfaction, and to improve our quality system. Management is equally committed to communicating, implementing, and supporting the Quality policy at all levels of the company, and to systematically assessing the correspondence of the results achieved with the set objectives, identifying any points that can be further improved.

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