

# QUALITY POLICY

TGT believes that a Quality Policy, consistent with its own Company philosophy, must be characterized by a systematic development and continuous improvement of its business.

For this purpose, the contribution of all the company staff is essential to cooperate in the implementation of the directives and the achievement of the assigned objectives, in order to obtain full customer satisfaction and the consolidation of the Company's image on the market.

The objectives of this policy are:

- **Maintain QMS (Quality Management System)** that meets the requirements of the UNI EN ISO 9001 Standard, updating the system from the 2008 to 2015 model;
- **Continuously improve the Quality System through planning, execution and control:** the policy adopted by TGT requires the contribution of all company functions in order to guide each individual activity in the direction of preserving and acquiring new customers;
- **Improve the profitability** through the increase of the efficiency of the production processes and equipment and of the activity of the personnel;
- **Supply products** that meet the customer's needs and expectations and are of a high quality standard in compliance with the binding and regulatory laws;
- **Reduce the costs of non-quality**, preventing the causes of non-compliance;
- **Search for new suppliers** with products in line with market demands and collaborate with current ones in the discovery of innovative products;
- **Consolidate and develop its market share** identifying new markets and/or sectors of application;
- **Continue to improve the levels of health and safety** in the work environment, also achieving results such as increasing production efficiency and keeping the accident trend close to zero;

To maintain an important position in the market, to achieve customer satisfaction and loyalty and to achieve the objectives, the TGT Management is constantly committed to:

- **Ensure that quality policy is understood, shared and supported** at all levels of the organization;
- **Increase personal motivation** through initiatives of constant training and consolidate an encouraging and loyalty-generating business climate;
- **To allocate adequate resources** for the development and identification of products also through the improvement of equipment and the efficiency of production processes;
- **Consider the Quality System as a tool to achieve the objectives**, respect the commitments undertaken, upgrade the continuous improvement of business processes and get the conformity of products;
- **Have qualified suppliers** able to ensure the quality of supplies and lasting reliability;
- **Establish systematic synergy with suppliers** to reach the customer satisfaction;
- **To promote the growth and development of the Company, also through the Quality System**, achieving the necessary profitability and financial stability;
- **Constantly monitor the situation regarding the prevention and safety of work**, both through the supervision activity, as well as through the support of consulting activities.

30<sup>th</sup> March 2018

The Company Management