

## **DIEFENBACH QUALITY POLICY**

The Quality Policy of DIEFENBACH S.r.l. is based on the adoption and continuous improvement of an effective Quality Management System as a tool to enhance company management and to achieve maximum Customer satisfaction, in compliance with the UNI EN ISO 9001:2015 standard and certified by an independent third-party organization.

The Policy of DIEFENBACH S.r.l. is therefore developed around several key points aimed at meeting the needs and expectations of customers:

- Improving the company's image through innovation that enables the creation of products and services capable of reaching the highest levels in the reference market;
- Providing a complete service to the Customer, from plant construction to after-sales support, always aiming for a balanced ratio between implementation and sustainable costs;
- Relying on qualified Suppliers and materials and components of recognized quality in order to obtain products that meet requirements of durability, reliability, and efficiency.

To implement and support this Policy, which aligns with internal organizational and management needs, the company commits to:

- Engaging more and more with its Customers to better understand and interpret their needs, and thus deliver products that increasingly meet their actual requirements;
- Involving and making all personnel responsible for Quality, training operators so that they contribute actively and with satisfaction to the development and improvement of the Quality Management System, while making them aware of their roles;
- Constantly monitoring and optimizing business processes;
- Maintaining ongoing interaction with Suppliers by establishing a productive collaboration to improve the quality of purchased products and services;
- Paying continuous attention to environmental issues and workplace safety.

Therefore, DIEFENBACH S.r.l. is committed to applying Quality Management principles to its business activities based on the requirements of the UNI EN ISO 9001:2015 standard, while maintaining focus on both internal and external organizational contexts, and assessing the risks and opportunities that may arise from these contexts.

The Chief Executive Officer of DIEFENBACH S.r.l. undertakes to systematically disseminate and review the principles of this Quality Policy, in line with the needs and expectations of Customers, Employees, Suppliers, and the community.

Medolago (BG), 07/04/2023

*The Chief Executive Officer*

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### FAMILY OF COMPANIES

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