

In order to guarantee a product/service aimed towards maximum satisfaction of its customers and all interested parties, ordinarily, taking into account the internal and external factors that affect the context in which the Organization operates, T.E. specifies and defines the following principles of its Quality Policy.

DESCRIPTION OF GENERAL OBJECTIVES

The management of T.E. is certain that improvement, effectiveness and efficiency of products and work processes and customer satisfaction are fundamental for the success of the Company.

As reported in the Corporate Strategic Plan, the following priorities are hereafter established:

- Identification of true customer needs and their complete satisfaction;
- Continuous adaptation of company capabilities, both internally and with its suppliers, in order to create its best products in due time, not overspending, while maintaining the highest quality and in compliance with current laws.

The measures we adapt and consider fundamental to achieve and maintain these objectives is **The Integrated Quality and Environment Management System** compliant with **ISO9001:2015, IATF 16949:2016** standards.

T.E. intends to maintain an active organization internally according to regulations in order to be able to provide products and services compliant with agreed commitments and continue to improve products, processes and services to satisfy the customer and meet customer requirements also from an Automotive perspective according to **IATF 16949**.

MANAGEMENT COMMITMENT

The Management has identified the current IATF 16949 standard as an important bearing for internal organizational improvement.

The Management is committed to meet quality requirement standards, the mandatory requirements applicable to its sector of activity, to promote continuous improvement of the effectiveness and efficiency of the QMS and to support this Policy with necessary resources for clear understanding consistently implemented by the entire staff.

The Management uses the most appropriate forms of internal communication and awareness raising projects.

- by means of training and interchanging of views and opinions with the staff- to propagate this Policy and, through the periodic assessment of people's awareness, measures the degree of understanding and assimilation into daily work routine.

The Management, however responsible for the circulation and understanding of the Policies; makes use of and delegates the Quality Manager (RSG) to directly communicate what is necessary, and to respond positively to the standard requirements contained in the regulation. To report to the Management on the performance of the Quality management, on the need for improvement and to ensure the growth of awareness of the customer's need, certain that this is one of the corporate characteristics that a customer expects.

HOW TO ACHIEVE GOALS AND OBJECTIVES (KEY STRATEGIES)

The above-mentioned objectives, foundation on which the IATF 16949:2016 project is based upon, will be monitored to be achieved according to:

Client survey of satisfaction.

The progression of skills that have an effect on the quality of our products.

To increase employee awareness.

The delineation of improving goals and objectives in various sectors; a continuous degree of achievement and internal information of the results reached.

Precise monitoring of Quality Standards foreseen and implemented to measure results. A periodic review by the Management to evaluate the correct function of the Management System and to identify the need and/or opportunity for improvement.

Specifically, elements considered important:

Attention focused on the customer and interested parties

T.E. is committed to understanding customer needs and plans its activities accordingly to fulfil them.

Likewise, it operates in compliance with requests and qualifications:

- Of the Reference market.
- The country from which it operates, complying with laws and regulations.
- Of all parties involved in the critical procedures.

Method of Procedure

T.E. identifies the firm's various planning methods, checking, improving and activating the resources for implementation to fulfilment.

T.E. manages its processes so that they are unique and distinct:

- The objective pursued and result expectation.
- The related responsibilities and the resources used.

Leadership

T.E. is responsible for the effectiveness of its QMS, making all the necessary resources available and ensuring the planned objectives are compatible with the context and corporate strategic directions.

T.E. communicates the importance of the QMS and actively includes all interested parties, coordinating and sustaining them.

Assessment of risks and opportunities

T.E. plans its processes with a Risk-based Thinking (RBT) approach in order to implement the most suitable actions and:

- Evaluate and treat risks associated to certain procedures;
- Make good use of and reinforce identified opportunities.

T.E. supports appropriate proactivity, at all levels, in managing one's risks.

Participation of staff and stakeholders

T.E. is aware that the involvement of staff and stakeholders, combined with the active participation of all co-workers and employees, is a primary strategy element.

It promotes the development of internal professionalism and careful selection of partnerships in order to provide competent and motivated human resources.

We act with the utmost determination to achieve the standards defined in compliance with the environmental and social needs of the community.

We believe in individual commitment and acknowledge our responsibilities towards our

Customers, Employees and Community.

Our company's most valuable asset is our reputation for integrity, an important factor to maintain this reputation is our commitment to a sustainable development.

We deeply believe in our labour to achieve our goals.

We treat all our Customers, Business Partners, and members of our community with courtesy and dignity.

We acknowledge that each individual is important, and capable of contributing even through personal development and growth plans.

We are aware that to live out this value entails also integrity, respect for different cultures, respect for fundamental human rights and respect for the environment.

Improvement

T.E. has an essential and permanent objective to improve the performance of its QMS.

The preliminary evaluations of risks and opportunities connected to company processes, internal and external verification and management review are the tools that T.E. implements for constant improvement.

The means chosen by T.E. for the pursuit of its Policy is associated to a Quality Management System compliant with the IATF 16949:2016 standards.

Last but not the least, the Management relies on the active collaboration and continuous suggestions provided, firstly, by company staff in order to achieve and keep active the aforementioned objectives.

The Management

