

QUALITY POLICY

FIDIVI Tessitura Vergnano S.p.A. within the context in which it operates, has set its primary objective to be the promotion, consolidation and continuous improvement of the Quality Management System that we are committed to build.

The Management relies on the value of the staff and the technology of the plants to distinguish itself as a partner ready to meet the needs of Customers.

The Management undertakes to ensure that the Customer's requirements and those relating to the product are identified, defined and satisfied in order to increase Customer satisfaction. To assess Customer satisfaction in order to control and improve it over time. To develop a system of continuous improvement of the effectiveness of the Quality Management System through the systematic application of the provisions listed in the Quality Management System documentation.

The Company improvement objectives are:

- ⇒ Customer satisfaction through improving the quality of the product and the offered service.
- ⇒ Improvement of the Company organization, of the Quality Management System and staff training.
- ⇒ Improvement of business processes.
- ⇒ Improvement of Suppliers' performances.

The achievement of the prefixed Objectives is measured during the Quality Management System Review by analyzing the progress of the following indicators:

- Customer complaints trend
- Internal Non-Conformity Trend
- Trend of delay in deliveries
- Resulting trend of Internal Inspections
- Performance of Suppliers
- Specific trends related to each Business Process

The numerical objectives are identified on the "Monitoring of the objectives" issued during the Quality Management System Review.

The Quality Management System works alongside and is integrated with the other company Management tools to achieve an increasingly higher added value of the Company's activities and processes.

To ensure the implementation, development and maintenance of the Quality Management System, the Management undertakes to create the organizational and relational conditions suitable for its divulgation and making the whole staff understand the importance of the contents of the Quality Policy, as much as ascertaining their understanding of it.

The requirements and methods of implementation of the activities described in this Manual outline our Quality Policy and as such require full compliance by the personnel involved in the related activities within their respective competences and responsibilities.

The Management, strongly committed to the achievement of an Authentic Quality, urges all staff to adhere to the initiatives already under way and to those that will be launched with cooperation and professional commitment.

FIDIVI Tessitura Vergnano S.p.A.
La Direzione Generale
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