

# QUALITY POLICY

The General Management of INKMAKER®

- aware of the need to consolidate the organization's position in the industry in which it operates
- Considering the evolution of the market towards an ever increasing competitiveness
- Considered the need to develop its commitment to activities with an increasingly advanced technological content

decides to implement a Quality Management System certified according to UNI EN ISO 9001:2015 and involving

- the organizational structure
- responsibilities
- procedures
- processes and services
- available resources

The purpose and objective of the above decision is to provide a tool that ensures complete customer satisfaction through continuous improvement of products and services provided by INKMAKER®.

Compliance with the requirements of the Quality Management System is therefore aimed at achieving

- the continuous customers satisfaction and respect of their requirements;
- the involvement and professional growth of staff
- the cooperation and involvement of suppliers;
- the vision of the internal organization processes;
- the ability to address risks and opportunities associated with the context and objectives (Risk-Based Thinking);
- the strategic vision of the Management, which highlights the central role of the Quality Management System for the company's development; internal communication about the effectiveness of the quality system.

From the perspective of compliance with quality requirements, improving products and services means:

- Monitoring and improving control of aspects related to administration and economic management.
- Define appropriate ways of managing and improving aspects related to marketing and customer relations (commercial).
- Monitor and control the efficiency and capacity of the technical department to control internal and external design (when applicable).
- Improve aspects related to the supply of products and services provided and the control of suppliers.
- Improve production efficiency related to adherence to agreed and defined lead times.
- Control and improve direct and indirect aspects of customer satisfaction.
- Comply with industry standards and laws.

To achieve the objectives that the organization has set itself, the following tools must be activated and maintained:

the formalization of objectives to be achieved and interventions to be activated for the main company Functions

Quality training for company personnel (information, involvement, training)

a control and management system for company processes that allows for their monitoring and management with a view to continuous improvement.

consolidate cooperation relationships with long-standing customers.

INKMAKER® is also committed to:

- development of competitiveness;
- commitment and professionalism of people;
- gradual and progressive innovation development;
- entrepreneurial spirit that promotes growth through the choice of prudent and planned investments;
- pay greater attention to the protection of the environment and the health of its workers through the management and control of aspects aimed at preserving the environment and managing health emergency situations.

The Management is committed to disseminate the Quality Policy to the staff and to make it available to relevant stakeholders, as appropriate.

San Gillio, February 03, 2022

The General Manager

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