

The Company Policy establishes the general objectives to strive for and the commitments to achieve them, both in relation to external needs (improvement of the performance of its products, Customer satisfaction, socio-economic needs) and in relation to internal needs (internal Customer satisfaction, reduction of nonconformities).

**The objectives of BROFIND S.p.A.**, explicitly defined, are:

- **fulfillment of requirements** (requested by the Customer and necessary to comply with product/service requirements), including applicable mandatory requirements;
- **continuous improvement** of the effectiveness of the management system;
- **cost reduction**, in terms of elimination of internal nonconformities and those induced by external Suppliers;
- **individual accountability**.

Against these objectives, the company has identified and defined commitments to achieve them in terms of tools, methods, resources and whatever else is necessary to achieve the set goals.

The **tools** for achieving these objectives are:

- **Maintenance of appropriate "Internal Audit"** procedures: achieved by working to prevent, or otherwise remove in a timely manner, causes of discrepancies with respect to both product/service characteristics and the time and cost agreed with the Customer;
- **Training**: carried out by introducing all company Functions at all levels and in particular those in positions of responsibility to the disciplines of Quality;
- **ISO 9001:2015 Certification**: is the reference standard for the Organization;
- **Organization**: defines the organizational chart and organizational objectives of all Functions.

The **tools** identified as necessary to achieve its objectives affect the entire organization in an integrated business vision in which the Quality aspect is combined, in a proper balance, with all aspects that contribute to outlining business strategies.

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