



CHRYSOS

ITALIAN > FUTURE > CHAINS

QUALITY POLICY AND OBJECTIVES

Chrysos S.p.A. Management has decided to establish and implement a new quality management system in compliance with UNI EN ISO 9001:2015 standards.

The primary purpose of the Chrysos Quality Management System is to:

- ensure the ability to provide products and services compliant with Customer's requirements, applicable laws and standards;
- increase Customer satisfaction through the application of rules and procedures defined by Management, including improvement of the system itself and compliance with the requirements indicated above.

To this end, Chrysos quality is to be defined by the following principles:

- **Customer orientation:** before starting any activity, technical and contractual requirements are defined with the Customer - the company collaborates with the Customer for the optimization of technical solutions, as well as solutions to any other eventual problems;
- **continuous improvement:** the company is committed to constant improvement of its business processes, with the aim of increasing the ability to provide services and products compliant with Customer's requirements;
- **flexibility and adaptation to Customer needs:** the company guarantees flexible management of the production and programming of work in order to meet the demands of a constantly evolving market and to make certain Customer's specific needs can be met;
- **professionalism and competence:** the company ensures the employment of personnel with adequate knowledge and expertise, guaranteeing this requirement be maintained over time with appropriate training and professional refresher courses as needed;
- **research and innovation:** the company offers the Customer a wide range of products thanks to its ongoing commitment to research and development of new items. The technical department is dedicated to developing new projects for the creation of innovative models, evaluating their potential feasibility with the mechanical production team and with technicians specialized in highly technological and ever-increasingly precision techniques;
- **safety of workers and environmental respect are fundamental:** the Organization is committed to adopting all necessary measures to ensure compliance with health and safety laws and environmental matters.

The above-mentioned policy is definitively implemented by the delineation of set objectives and measurable indicators, by the availability of necessary resources, and by the participation of all employees.

The quality objectives are defined annually during management review and communicated at all levels of the company.

This quality policy is periodically verified during management review for its adequacy in light of any changes in circumstances or knowledge. The quality policy is dispersed to all personnel by means of a posting on the company bulletin board.

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