

Cairo Montenotte, 21 February 2018

QUALITY POLICY

Artigo S.p.A. has chosen quality as a company strategy.

The main aim of is to continually improve the quality of products, including related services, as well as the quality of the system.

All Artigo S.p.A. staff are responsible for quality, as quality can only be achieved through the full involvement and active participation of everyone, at all levels and for all functions.

Management is committed to promoting adequate training programmes, in order to continually improve the level of training, and to considering the commitment of all staff, evaluating their professional abilities and contribution to maintaining and improving quality.

The objectives based on this approach are as follows:

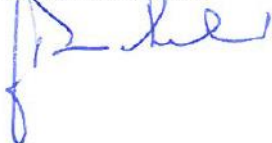
- Identifying customer needs and expectations in order to achieve total customer satisfaction;
- Improving the internal and external organisation, production standards and methodologies in order to increase production efficiency;
- Raising personnel awareness to focus on high quality standards;
- Forging new relations with suppliers, pursuing a common goal of technological and organisational growth;
- Acquiring new market shares;
- Achieving customer satisfaction, also through the production of items that meet specific customer needs, which are industrialised by the research and development laboratory;
- Further investigating, in scientific terms, the correlation between raw materials used and ownership of the end product, also working with external organisations.

A focus on Customer Satisfaction enables Artigo to supply its Customers with products and services conforming to agreed requirements and to adopt corrective actions to eliminate nonconformities, continually improving the quality of products sold over time, and ultimately, maintaining and improving market competitiveness.

ARTIGO S.p. A.

Chief Executive Officer

Ing. Fabrizio Demicheli



ARTIGO S.p.A.

Chief Executive Officer

Ing. Margo Butturini

