

QUALITY POLICY

YEAR 2024

M.04-01

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The Management of RVM Retrovisori S.r.l. means Quality as the ability to fully satisfy the needs of its Customers, ensuring the ability to answer adequately to the expressed and implicit needs, in terms of service and quality of the product supplied.

By communicating own Quality Policy, the Management of RVM Retrovisori S.r.l. intends to establish guidelines for what concerns the quality of the product and service provided: on these bases, it will then be the task of the Management to identify the strategies that answers to the implementation of this policy, as well as to establish the operational mechanisms and identify the resources that allow them the realization.

The Quality Management System model adopted is the one proposed by the international standards ISO 9001: 2015 and IATF 16949: 2016 as it best meets quality requirements.

The choice of the IATF 16949: 2016 model is dictated by the possibility of being subjected to a systematic control by an independent and certified Body external to the organization and, therefore, able to certify to users compliance with the quality policy adopted. , the objectives and commitments undertaken by RVM Retrovisori Srl

The principles of quality management used to guide RVM Retrovisori S.r.l. towards the improve of performance are:

Customer focus. RVM Retrovisori S.r.l. it depends on its customers and must organize itself to understand their present and future needs, meet their requirements and aim to exceed their own expectations.

Leadership. The Management, and the staff with greater responsibility within RVM Retrovisori S.r.l. must establish unity of purpose and direction of the Company. All of them must undertake to create and maintain an internal environment that fully involves the staff in the pursuit of the objectives set.

Active participation of people. The people, competent, responsible and committed at all levels in RVM Retrovisori S.r.l., are essential to increase the company's ability to create and provide value.

Process approach. The desired results are achieved with greater effectiveness and efficiency when activities are understood and managed as interrelated processes.

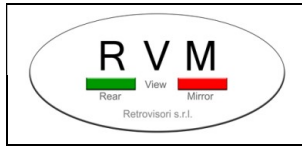
Continuous Improvement. Improving overall performance is a permanent goal of the Management of RVM Retrovisori S.r.l.

Evidence-based decision making. Decisions must be based on the analysis and evaluation of data and information to obtain, with greater probability, the desired results.

Relationship management. Why RVM Retrovisori S.r.l. achieve lasting success, the management of relations with interested parties must be conducted in such a way as to optimize the impact on its performance.

These and the achievement of the objectives set by the Management of RVM Retrovisori S.r.l. are the primary intentions assumed by all the staff of RVM Retrovisori S.r.l.

The Management of RVM Retrovisori S.r.l. it also ensures that a process-based approach is adopted to improve the effectiveness of the Quality Management System and that the concept of risk-based thinking is correctly applied by understanding the context in which the company operates and determining the related risks as a basis for planning the Quality Management System.



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The Management of RVM Retrovisori S.r.l. it also ensures that a systematic control of all activities relating to the Quality Management System is adopted with internal verification of compliance of the quality requirements set and the objectives that will be set by the Management itself to improve company quality standards.

The Management undertakes to re-examine the validity of the Quality Policy and the quality objectives, which derive from it, on the occasion of periodic Reviews of the Quality Management System.

Consistently with the declared policy, the Management of RVM Retrovisori S.r.l. sets the following quality goals.

1. To Increase customer satisfaction through:

- the reduction of the product returned for waste
- the reduction of the demerit index attributed for quality disturbance and logistical disturbance
- the increase in the customer satisfaction index
- the absence of complaints

2. Involve and make company staff more competent through:

- compliance with the personnel training plan in line with the budget
- the increase in the staff versatility index
- the commitment to ensure that the working environment is such as not to cause accidents during production

3. Increase the effectiveness and efficiency of the company processes of product realization through:

- the achievement and, if possible, the improvement of the economic results indicated in the annual budget
- the improvement of the indices relating to relations with suppliers (vendor rating, returned for rejection to suppliers, demerit due to logistical disturbance)
- the improvement of internal production efficiency indices (internal waste coefficient, ratio of indirect personnel hours to direct personnel hours, presence / absenteeism, machinery efficiency)
- the improvement of the indexes relating to the warehouse (raw material turnover index, availability of finished products)

4. Keep the Quality Management System under control through:

- the completion of all Corrective Actions undertaken
- the timely execution of the planned internal audits

5. Complete the improvement projects established by keeping under control, according to the defined schedule, their execution to ensure their success in the time and manner defined

Cafasse, 30 January 2024

PLANT MANAGER
Enrico Polidoro