

The General Management of Agrital srl considers strategic:

- ❖ achieve customer satisfaction:
 - ◆ focusing on the quality of the services offered (timely responses, punctual delivery, ancillary services such as co-design) and on product compliance and care. Complying with regulatory and customer requirements.
 - ◆ Correctly and fully adopt a Quality Management System compliant with UNI EN ISO 9001 standards;
 - ◆ guaranteeing transparency in relations with customers in order to demonstrate the correctness of the commercial approach and pricing policy

- ❖ achieve the satisfaction of other interested parties:
 - ◆ investing in professionalism and promoting permanent staff training, so that each collaborator is competent and prepared. Reliable in carrying out his duties
 - ◆ promoting the spirit of collaboration and teamwork within the company, working to overcome tensions and behaviors that demotivate individuals or all employees and collaborators;
 - ◆ promoting forms of accountability so that each employee collaborates in saving the company in every sector and aspect of the activities carried out
 - ◆ ensuring attention and care for the working environment and compliance with all safety and environmental regulations.

Responsibility of the General Management

It is the responsibility of the Management to establish, maintain, document and enforce a Quality Management system in accordance with the UNI EN ISO 9001 standard and to carry out the activities in compliance with the requirements of the mandatory standards for each of the fields of activity carried out by Agrital SRL.

The Management undertakes to respect and enforce the requirements of the quality management system and to periodically review it to ensure its continued adequacy and effectiveness and to maintain high customer and other interested party satisfaction.

The review by the Management will take into account the periodic annual reports on the state of quality, will measure the achievement of the quality objectives with appropriate indicators, will carry out an assessment of the general effectiveness of the quality management system and the need for any corrective, preventive actions, procedural or technological improvements and innovations, will establish further concrete and measurable goals in line with the quality policy.

Arzago, 26.01.2023

Paolo Mayer
Manager