

Quality Policy

PINTEX SRL has decided to adopt a Quality Management System that meets the requirements of the UNI EN ISO 9001:2015 standard in order to achieve the following general objectives:

- To guarantee the quality product (bulky padded nonwovens) so that:
 - The system meets the customer's expectations in terms of effectiveness and efficiency, without, however, being expressed.
 - The product complies with the applicable specifications and standards.
 - The expected business results are achieved.
- To apply a business organizational model capable of always ensuring high and adequate technical skills to be applied in the bulky padded nonwoven production sectors also with regard to development projects.
- To establish any interaction with its customer and partners with the purpose of creating value while identifying present and future needs for the company's success.
- To streamline and optimize business activities, both managerial and executive, in order to provide a product with the best price-quality ratio.
- To guarantee to the Customer that the product, in economic and quality terms, is permanently supplied with the requested features.
- To ensure product performance and reliability.

To achieve these goals, **PINTEX SRL** undertakes:

- To precisely and systematically define the tasks and responsibilities of the participants during all the production steps.
- To always maintain a high level of stakeholder satisfaction, in particular of its customers and partners.
- To apply quality techniques and methods as a mean to manage company activities in a controlled manner.
- To completely and precisely define the product features to be supplied, even when these features are implicit in the contractual documentation.

- To plan the activities to be carried out, carrying them out in accordance with the planning, and to supervise their correct performance by effectively communicating the relevant information for their coordination.
- To always keep up to date on new technologies, materials, production processes for the purpose of their application in the company activities.
- To increase the use of innovative technologies.
- To promote the use of recycled materials on the production chain, certifying the commitment to comply with environmental and social criteria.
- To empower and involve all of the personnel in quality matters, asking them to make a collaborative effort and to commit themselves in order to ensure continuous development and improvement.
- To raise suppliers' awareness on quality matters and to incentivize them to adopt their own Quality Management System.
- To determine risks and opportunities that need to be addressed to ensure that the QMS (Quality Management System) can achieve the expected results.

The application of quality techniques and methods is considered essential by all the **PINTEX SRL** business departments starting from the Management that, in relation to this, has established to equip the Company with a documented Quality Management System suitable to achieve the set objectives, in accordance with the company guidelines.

Together with the general objectives, year by year, **PINTEX SRL** defines the specific quality objectives also in relation to aspects such as:

- Customer satisfaction.
- Acquisition of new skills and professional experience by the personnel and/or maintenance of those acquired.
- Improvement of the production efficiency of the Company.

The definition of the Quality Objectives is carried out within the framework of the Improvement Plan by the **PINTEX SRL** Management which, during regular reviews, evaluates its achievement.



The Quality Policy and its related procedures are disclosed to all of the personnel during periodic meetings; the correct and complete understanding and enforcement of the Quality Policy is systematically verified during internal audit activities.

All responsible business Departments are directly responsible for the enforcement of the contents of the Procedures provided by their respective competency areas.

The Quality System Manager is responsible for coordinating the actions required for the development of the Quality Management System, carrying out specific actions with particular reference to the guarantee and the quality control, verifying the effectiveness of the Quality Management System, proposing improvement actions and supporting their enforcement.

The Manager of the Quality Management System is not responsible for obtaining the expected product quality which is the result of the planning and execution of all the activities leading to their manufacturing and, where the key role is played by people who directly carry out the working activities.

PINTEX SRL Management takes primary responsibility for the achievement of the aforementioned objectives and any corrective action that may be necessary for the full achievement of the objectives.

Under the Quality System, the Management supports and supervises the activities related to Quality, supported by the Quality Manager Mr. Ivan Riva.

The Quality Manager has full responsibility and authority to ensure compliance with the procedures provided by the Company's Quality Management System.

The enforcement of a Quality Management System is fully accepted and approved by the Management.

Novedrate, October 03th 2023

The Management