



QUALITY POLICY

PMP's mission is to design and produce precision mechanical parts, both on its own and on behalf of third parties from customer drawings and specifications, for the medical sector and for the industrial sector.

The primary aim of **PMP** is customer satisfaction, this purpose is pursued through the supply of finished products to its needs, respecting entirely the mandatory and customer requirements itself, and a high quality of service, placing the expertise and experience of its staff fully available.

The management promotes the usage of innovative technologies, in-depth research on the product to be made and the careful choice of materials and makes the necessary resources available.

The primary purpose is to satisfy the customer already acquired and the continuous technological development which leads to customer loyalty and the search for new customers and opportunities.

Flexibility and timeliness are important strengths of the company.

The management carries out a careful evaluation of the suppliers, examining their quality level and their commercial behaviour and monitoring the adequacy of the product and of its performance over time.

The strategic objective is to guarantee the production of a fair profit, which allows the achievement of medium-term goals and the prosperity of the company and its employees.

The management promotes the professionalism of all the co workers and ensures that the activities are carried out by competent personnel.

Those who work in PMP on every level, have customer satisfaction as their objective, through the effectiveness and efficiency of the processes and services and the quality of products.

PMP takes preventive measures to avoid non-conformities and is therefore appreciated the initiative of all staff in this sense.

The achievement of the aims will be constantly controlled through the analysis of performance and satisfaction customer quality indicators.

The quality period objectives will be defined at least annually by the management and communicated to all collaborators.

The management wants to achieve full compliance with the reference standards (9001 and 13485) in order to be able to guarantee a higher quality product to the customer and to the time itself to improve internal management both at the personnel level and at the equipment level.

Cavriana, March 31, 2023

A handwritten signature in black ink, appearing to read 'Claudio Felice', written in a cursive style.