



QUALITY POLICY

The principal objective set by OMSO S.p.A. is to produce made-to-order, high-technology automatic machines for decorating objects of various shapes, sizes and materials that will innovatively meet the functionality, flexibility and customisation demanded by the most discerning customers.

OMSO's general management is committed to pursuing a policy aimed at:

- customer satisfaction, both internally and externally, and that of all interested parties by paying special attention to the definition and verification of the requested conditions, in total compliance with mandatory regulations/laws and corporate quality standards;
- the continual improvement of its Quality Control System based on processes that are defined, documented and monitored by appropriate performance indicators.

Aware that in a highly competitive market customer satisfaction is a distinguishing factor, the Company's objectives for 2019 are:

- to continue to invest in seeking new solutions in the area of top-quality decorating;
- to strengthen its presence in international markets and identify new market opportunities;

by paying special attention to the following business aspects:

- ☞ in addition to protecting the legitimate interests of its shareholders, it undertakes to improve business performance aimed at self-financing and the growth of corporate value;
- ☞ the improvement of quality standards in all their aspects: from design to manufacturing, from processes to customer service;
- ☞ the meticulous and constant observation of all regulations regarding products, worker health and safety, as well as the applicable mandatory regulations;
- ☞ collaboration with suppliers and the maintenance of relationships aimed at optimising and respecting the times, costs and quality of supplies, addressing them as a function of alignment with OMSO values;
- ☞ the maintenance of an organisation where responsibilities and functions are clearly defined and understood, and the implementation of the company skills assessment process aimed at identifying areas of improvement with regard to individual performance.

In order to achieve these objectives General Management is committed to taking an active role in promoting and guiding all activities that affect quality by providing employees of all levels with continual training and information, making the necessary resources available, ensuring that the projected objectives are compatible with contexts and strategies, and by regularly verifying that they have been achieved.

The specific objectives are described in the Improvement Plan distributed to department managers who are requested to raise the awareness of their co-workers.

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Alfredo Campioli

General Management

