



TCA S.p.A.

## REGISTRATION DOCUMENT QUALITY POLICY

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Rev.:00

TO ALL STAFF

With respect to Policy and Quality Objectives, the Management team would like to point out the items defined in the Company Quality Manual.

### QUALITY POLICY

TCA has always found the motivation of its activities in the satisfaction of clients and those involved, and in a fair profit. The company is aware that only the performance of an increasingly reliable, accurate and efficient service can improve its position in the market.

The Management team recognizes that a Quality System consistent with the UNI EN ISO 9001/00 standard can efficiently contribute to accomplish such goals if properly applied, maintained and developed. The Management therefore undertakes to meet the applicable requirements by means of the constant application of the System, and works to achieve its continuous improvement.

Therefore, this system has to adopt and maintain a fundamental role in the development of Company policies and procedures, as well as representing an unequivocal reference point for all those working in the Company, and are an integral part of their duties and responsibilities.

### QUALITY OBJECTIVES

In order to constantly implement the above-mentioned policies and procedures, the TCA Management team establishes the main objectives, that the entire Company must respect and work towards with determination. At the same time Department Managers shall define and verify specific objectives regarding their Departments, which must, in any case be coherent with Company Policy and main objectives specified by the Management team, as follows:

1. To increase the amount of total revenue.
2. To increase the share of revenue from processing.
3. To improve the profit margin of processing.
4. To reduce the impact of the cost of consumables.
5. To increase customer loyalty.
6. To increase staff training activities.
7. To reduce non-conformity costs.
8. To improve the timing of the service requested by clients.
9. To increase the level of customer assistance.
10. To raise the level of reliability of suppliers.

On the basis of the guidelines defined by the main objectives, and by means of the available organizational tools, the Management team shall schedule the debate and systematic assignment of the specific objectives proposed by the Department Managers.

All Department Managers not only have the duty to cooperate in order to reach the objectives of the Company, but also to establish suitable indicators for each process related to their specific department.

The Management, defining in this summary document the Company policy and the objectives consistent with it, intends to raise awareness and inform staff regarding the importance of their role with respect to the quality of the products and services provided, to the achievement of the set objectives, obtaining the satisfaction of customers and stakeholders, as well as the risks related to failure to achieve the objectives and opportunities for growth and improvement that can occur at all levels of the production process that they are directly involved in.

The Management team reserves the right to establish the goals to be reached with regards to these objectives, after examining the proposed indicators.

MANAGER'S SIGNATURE

  
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