

Quality Police

25th January 2021

With the implementation of a recorded document, Monolith's Monolith srl assumes the responsibility of **ensure quality into the realisation of its product**, in order to satisfy customer's expectations and consolidate the image of reliability and competence obtained along the years, and moreover, take advantages for its organisation. The quality of the service which is offer from Monolith represent an important aspect for the company management.

Monolith srl is specialized into the **DESIGN AND PRODUCTION OF TAPS, FAUCETS, SECURITY VALVES FOR INDUSTRIAL KITCHENS**.

Monolith srl has defined for next period the following **Strategies**, which have to satisfy the requirements and the demands of the main interested Parts:

- Maintain good quality standard of the products, respecting the regulations of the products (dir 2014/68/EU and harmonized standards for security valves)
- Guarantie the punctuality of the consigness
- Provide a good service pre and post-sales
- Develop new products
- Develop the penetration into the market
- Give value to the staff's skills

The Quality Management System consider the definition of the Purposes for the product quality and of the procedures on all organisation's levels (congruent with the above mentioned Strategies), the measure and monitoring of their through an indicators system, the analysis of the results and the definition of the appropriate standardisation and improvement actions .

The Purposes for the Quality for the next period are:

| Purposes | Measures |
|---|---|
| A. Develop new products | <ol style="list-style-type: none"> 1. Analize and develop new sectores 2. Increase the resources dedicated to the products development |
| B. Increase the efficiency of the processes | <ol style="list-style-type: none"> 1. Reorganization of the processes to adapt them at the company's strategies (especially the production process) 2. Use in an intensive way the management software as a support of the process' management 3. Introduce Lean technologies and methodologies 4. Guarantie a good flexibility of the staff 5. Have different suppliers for the same product category |

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| C. Develop the penetration into the market | <ol style="list-style-type: none"> 1. Trade missions to get new customers and open new markets 2. Realize products with appropriate features adapt to new markets |
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Implicitly, these purposes for the quality require tasks for stable continuous improvement , both to satisfy the customer's demands, as well as define products/service specifications, in order to follow gradually the evolution and maintain the quality level following the market requirements.

The realisation and maintenance of the above mentioned purposes, determines some advantages for the Customers (in terms of the products usage) and for the staff, and will constitute a benefit for Monolith as well in terms of costs reduction, money wastes, disagreement and disruption.

In relation to what has been realized, this Policy and the Quality Purposes are re-examined in order to verify the continue suitability.

This Policy, the Purposes and the results obtained from the system, are common to all levels of the company and external, by Customers and all interested Parts.

All staff is called to collaborate in order to respect the declared obligations in the current Policy.

The Direction
[Davide Basso]