

Quality Policy

Lupi S.r.l., aware of the critical importance of managing internal processes for the quality of its product and services, promotes the implementation of a Quality Management System in accordance with the ISO 9001:2015 standard.

The Quality Management System is implemented to ensure the fulfillment of customer and relevant interested parties' requirements, resulting in satisfaction and continuous improvement. Management is committed, through an organizational system, to carrying out activities and processes that enable the achievement of corporate quality objectives, as well as the effective management of processes, to ensure that the Company can operate competitively in the global market.

The Quality Policy has been defined and shared by the Management in alignment with the Company's strategies and customer expectations. The quality objectives identified are:

- Improvement of customer satisfaction and subsequent customer loyalty,**
- Continuous improvement of the internal organization and the QMS,**
- Increase in business turnover,**
- Compliance with applicable regulatory aspects relevant to the Company in terms of product and occupational health and safety,**
- Involvement of our supplier to obtain high-quality products.**

The Company, aware that these are fundamental objectives to ensure its development, is committed to using appropriate means and resources to achieve them and to periodically review any new needs. The aforementioned objectives are systematically reviewed during Management Reviews through appropriate indicators to evaluate the effectiveness of the System in achieving them.

The Quality Policy is communicated to the Company personnel through training sessions, the constant sharing of objectives, and its understanding is verified during internal audits.

The Policy is reviewed for adequacy and, if necessary, revised during Managements Reviews.

Genoa, 15th of May 2024

The Management