

INOXA S.r.l. recognizes Quality as one of the fundamental principles for company growth, customer satisfaction, and the consolidation of its competitiveness in both national and international markets. Management has implemented and maintains an active Quality Management System compliant with the UNI EN ISO 9001:2015 standard, applied to the design, production, and commercialization of accessories for kitchen, bathroom, and bedroom furniture.

Through the implementation of the Quality Management System, INOXA aims to establish an effective management approach capable of achieving the following objectives:

- comply with applicable laws and regulations, the ISO 9001 standard, and the requirements voluntarily adopted by the Company;
- meet customer expectations and the expectations of other interested parties in compliance with applicable national and international regulations;
- design new products and processes to meet the needs and expectations of customers and other interested parties;
- reduce, where possible, the "Cost of Poor Quality" in order to improve company performance;
- continuously improve the effectiveness and efficiency of company processes.

To achieve these objectives, Management considers it essential to:

- periodically monitor the company context, risks, and opportunities that may affect the Quality Management System;
- define activities and processes relevant to achieving objectives in order to ensure and promote continuous improvement, by monitoring process performance through indicators and objective data;
- maintain a high level of focus on customer satisfaction, product quality, and compliance with agreed delivery times, including the management of Complaints and Non-Conformities by identifying their root causes;
- introduce and maintain a risk-based approach aimed at identifying the causes of problems and promptly adopting the necessary preventive measures;
- define responsibilities and authorities for carrying out activities that influence Quality;
- ensure information, training, and awareness for all interested parties (employees and collaborators) regarding the Company Quality Policy, encouraging a proactive role;
- identify and acquire material resources (technologies, equipment, etc.) necessary to implement and improve the Quality Management System (QMS);
- monitor and analyze process data in order to verify expected results and Quality performance;
- periodically review the QMS and this Policy, updating them according to strategic directions, company objectives, and the organizational context.

For this purpose, Management has assigned:

- to the Quality Management System Manager (QMS Manager): the responsibility to ensure the implementation, monitoring, and continuous maintenance of the Quality Management System in compliance with the reference standard, and to report to Management on the performance of the System;
- to company managers: the responsibility and authority to ensure the application of the QMS within their respective areas of competence and activities, while raising awareness among the personnel under their supervision.

All personnel plan and carry out their activities taking into account the above-mentioned objectives, reporting any suggestions or requests for improvement, with the aim of achieving a high standard of competitiveness, improving company effectiveness, and enhancing customer satisfaction.

This Policy is made available to all interested parties.