



Monsano, 28/03/2024

Corporate Quality Policy

The LAZZERINI S.r.l. S.B. Policy comprises two separate documents, namely the Policy itself and the Annual Objectives. Together, these documents complement each other, rendering the Policy dynamic and adaptable to the reality of our evolving Organisation. This document outlines the commitments and principles underlying our Policy, while the accompanying Annual Objectives document provides a comprehensive overview of the specific goals set by the organisation each year to ensure ongoing growth and improvement. This policy is disseminated to the following internal stakeholders (workers and shareholders) through postings on the company notice board and information/training sessions, and to external stakeholders (customers, suppliers) through publication on the company website and direct communication.

Awareness, competence, responsibility

Key to the company's success are its capacity to identify and interpret market and customer needs through an offering that both meets and anticipates future demands. This is achieved through process management and control, thus fostering professional development, the active participation of personnel and continuous improvement. These factors carry significant weight given the existing and prospective portfolio of products and customers. To achieve these goals, LAZZERINI S.r.l. S.B. is committed to ongoing and systematic action, including:

- ✓ The periodic review of programs, management systems and objectives through audits to drive continuous improvement.
- ✓ The regular assessment of our projects, systems and objectives in light of new information.
- ✓ Expanding our customer base, including international clients with established Quality Systems;
- ✓ Awareness-raising initiatives and training sessions for our staff, including new hires, focusing on the critical environmental aspects of the company and workplace safety.
- ✓ Access by LAZZERINI S.r.l. S.B. to training measures subsidised by professional and trade associations.

Quality Policy

The **primary objective** of the company's senior management is to uphold an effective Quality Management System in compliance with UNI EN ISO 9001:15 and IATF 16949:16 standards, promoting use of the process-oriented approach and risk-based thinking to consistently ensure product/service conformity with customer requirements, applicable legislation and industry standards. The company assumes responsibility for the efficacy of its Quality Management System, ensuring that the policy and objectives established align with the organisational context and strategic directions, and that they are understood, shared, implemented and enforced by all employees and collaborators, while also undertaking to share the policy with key stakeholders.

The primary **Aim** of the Quality Policy is to uphold and strengthen the company's position in its designated market, i.e. the DESIGN AND MANUFACTURE OF PASSENGER SEATS FOR BUSES; and the DESIGN AND PRODUCTION OF CAR SEAT COMPONENTS, ensuring the integration of the quality management system requirements into the organisation's business processes. Customer expectations and needs are clearly identified and thus converted into specific requirements to be fulfilled, offering the best price/quality ratio for products/services, delivering associated services that ensure utmost customer satisfaction, with the overarching goal of pursuing continuous improvement and business excellence.

Another **key objective** of the *Lazzerini S.r.l. S.B.* Quality Policy is the commitment to create, develop and disseminate a culture of quality across all levels of the organisation. This entails a commitment from senior management to allocate the necessary human and technological resources, encouraging everyone's involvement in improving the quality of the product/service offered.

Just as fostering a high level of involvement by all staff in activities aimed at improving product/service quality is paramount, equally crucial is the effective dissemination of the policy, within and outside Lazzerini S.r.l. S.B. This will help to achieve the **goal** of ensuring thorough comprehension of the key concepts of the Quality Policy on the part of all personnel. Within this framework, the **fundamental objectives** of the Quality System include the continual training and sensitisation of Process Managers and their teams through specific and systematic courses on Quality matters, providing support to other relevant management roles in demonstrating their leadership within their respective areas of responsibility.

Lazzerini S.r.l. S.B. senior management pursues another **pivotal objective**, i.e., to uphold the perfect efficacy of its corporate Quality Management System by promoting improvement and conducting regular and periodic evaluations to ensure the proper implementation of Management Procedures, Operating Instructions, Process Flows and the Quality Policy across all areas of the organisation, through internal audits and targeted reviews.

Finally, achieving the **objectives** of process efficacy and efficiency is considered **paramount**, and will be continuously monitored through systematic tracking and analysis of quality data and performance metrics.

LAZZERINI S.r.l. S.B.
General Management