



## QUALITY POLICY

Passion for quality has always been a base and fundamental value for Darton Srl and company strategies and processes are also based on this principle.

The main goal is full customer satisfaction, which we pursue through:

- Maintaining a streamlined and dynamic organizational structure that makes all staff responsible, involved and motivated
- Continuous professional updating
- Computerization of operational and management processes
- Identification and investment of adequate financial resources defined in the budget phase
- Periodic review of the processes, the result obtained and the procedures performed.
- The adoption of corrective actions based on the analysis of complaints and objectives aimed at exceeding customer expectations based on indications obtained from periodic customer satisfaction surveys
- Systematic and rigorous control of suppliers and collaborators operating on behalf of the company; the objective is to maintain a long-term relationship of collaboration, in the belief that only a relationship of mutual exchange and growth guarantees the quality of the product and of the service provided to the customer
- Continuous monitoring of the progress of company objectives in order to implement any necessary changes in time
- Adoption of a risk based approach applied to medium and short-term strategies and daily operations.

The execution of this Quality Policy is a daily commitment of all staff, financially supported by the company, periodically reviewed by the Management and subjected to transparent verification by customers, because:

**“The challenge is therefore to compete continuously  
With oneself to improve, always”**