

Quality Policy

Francesco Toffoli Spa is committed to producing quality articles designed to meet the necessities of the customers through high technological and organizational standards, commitment, the seriousness and the passion that the staff puts in it's work every day . We are determined to pursue continuous improvement in everything we do, and our utmost aspiration is to be considered as irreplaceable partners by our customers. A commitment to the high quality of the product and it's consumption by meeting its needs and expectations.

The organization through the Quality Management System concretely aims to:

- 1. Getting the full satisfaction of the customer and of all the stakeholders;**
- 2. Competing on the market, improving the results;**
- 3. Controlling and optimizing the business processes and their defects and wastings, pursuing a zero-defect policy and continuously increasing the performance;**

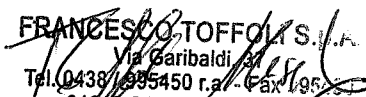
Outsourcing customer satisfaction is pursued by offering and adapting all processes to its particular, implicit and explicit needs, tracking and monitoring the achievement of the agreed contractual targets. The customer plays an important role in the success of Francesco Toffoli S.p.A. . It is therefore important to knowing him thoroughly, to delivering a performance that meets his needs and to creating a high customer satisfaction as a differentiating factor in a highly competitive market. The will of the Management is to:

- **consolidating** and implementing the quality standards of professional performance offered through constant monitoring at all stages of their production and in compliance with current regulations by improving image and market credibility.
- **providing** the collaborators with the necessary teaching to enable them to carry out the tasks assigned to them and to improving their performance to better meet the needs of the clients. To this end, continuous training and information support is ensured and a precise and consistent training and updating plan for effective growth is identified.
- **ensuring** that collaborators are aware of and respect the obligations of (Professional secrecy and confidentiality), which they are also required to observe, as well as explicit and implicit contractual commitments.
- **paying more attention** to the needs of the customer by providing ongoing assistance, diligence, availability to comparison and timely resolution of any issues by curing customer communication.
- **ensuring** fairness in the determination of remuneration as a guarantee of the quality of service and professionalism .
- **ensuring** that, when practicing the profession, you are using the collaboration of other colleagues and / or professionals, the ability of the latter to guarantee quality, reliability, competence, and responsibility.

- **ensuring** that the continuous improvement of the activities is carried out through: **professionalism, confidentiality, diligence** in carrying out professional duties, professional **fairness, confidentiality, total availability** towards the customer, sense of **responsibility, constructive spirit** in problem solving.

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The Management


FRANCESCO TOFFOLI S.p.A.
Via Garibaldi, 31
Tel. 0438/995450 r.a. Fax 0438/995450
31016 CORDIGNANO (TV)
P.IVA N° 01151930268