

Smoki s.r.l. places among its priority objectives, as well as profitability, customer satisfaction through the high quality of its products and a punctual and scrupulous after-sales service.

The company's policy of constant RESEARCH in the field of **Design and Production of soot and grease abatement system and high temperature fans** allows Smoki s.r.l. to offer a product characterized by great accuracy and attention to detail. The focus on new and superior quality materials compared to the traditional raw material gives the activity an innovative connotation.

The context evaluation allows a guidance towards a perspective of steady evolution in search for new partners and suppliers in order to better manage the company's activity.

SMOKI S.R.L. HAS THEREFORE ADOPTED A QUALITY MANAGEMENT SYSTEM THAT MEETS THE REQUIREMENTS OF THE UNI EN ISO 9001:2015 STANDARD AND WHICH REPRESENTS THE CONSOLIDATION AND EVOLUTION OF ITS COMPANY POLICY. The planned, programmed, and operational activities must aim at the Continuous Improvement of the QMS.

In order with this perspective, the following objectives shall be considered as priorities:

- Improving the company's image and reputation in the reference market by increasing the number of customers, increasing turnover, entering new market areas with a view to territorial expansion;
- Creating customers loyalty by consolidating and strengthening the supplier-customer relationship;
- Providing and maintaining facilities that ensure environmental compliance and guarantee workplace safety, in accordance with current Norms/Legislative Decrees;
- Ensuring company profit to reinvest in the growth of know-how in terms of innovation/implementation/attention to technological developments and customer needs and in terms of optimizing all business processes, to ensure the company's competitiveness in the market;

- Promoting the professional growth of employees, ensuring them the necessary training and adequate qualification, in order to have an organizational structure and human resources always ready to meet the needs of the company and the market;
- Encouraging a process of selection, evaluation and qualification of raw materials Suppliers in order to obtain qualitatively compliant and reliable over time supplies.

The achievement of these objectives must be considered fundamental for the whole company and it is the direct responsibility of the QMS Manager to verify the implementation, as well as the periodic verification of the adequacy of the adopted System.

Therefore, the Management of Smoki s.r.l. confers to the Company Manager the authority for the application of the "QMS", as far as the competence of each, and the responsibility to report to the Management regarding the performance of the System in the area of its relevance and the improvement actions undertaken or proposed to be undertaken.

Finally, the Management is committed to spreading this "Company Policy" both to all the staff of Smoki s.r.l. and to interested parties outside the Company, through appropriate communication tools.

Misano Adriatico, 04/26/2024

The management,

