

## QUALITY POLICY

### INTRODUCTION

The Quality Management System (QMS) of LEVEL oversees all company activities aimed at achieving the objectives to be pursued and guaranteed in time and it is implemented in accordance with the norm UNI EN ISO 9001:2015 in continuity of the previous version.

The supporting values of the Quality policy on which we have built the QMS are:

### ATTENTION FOCUSED ON CUSTOMERS AND INTERESTED PARTIES

Level undertakes to understand Customer requirements and plan their activities in order to fully satisfy them. As a reference stakeholder, the Customer is the main assessor of our performance. In the same way it works towards operating in observance of requirements and requests:

- Of the reference market
- Of the country in which it works, fulfilling laws and regulations
- Of all the parties involved in its processes

### QUALITY OF THE PRODUCTS AND OF THE SERVICES OFFERED

Level provides products that are functional, reliable, safe and compliant with the most well-known standards of usability and interoperability with special attention to the green-tech philosophy. Furthermore, all services are designed to satisfy specific Customer requirements and are subject to constant improvement control and improvement processes.

### ASSESSMENT OF RISKS AND OPPORTUNITIES WITH A VIEW TO IMPROVEMENT

The approach to risk management is applied in strategic decisions, in project management and in the execution of commercial and operating activities, on all levels. Level plans its processes using the risk-based thinking approach in order to implement the most suitable action for:

- Assessment and handling of risks associated with processes
- Exploiting and reinforcement of the opportunities identified

Through these assessments, the permanent objective of control and re-examination activities by Level Management is improvement.

## **INVOLVEMENT OF MANAGEMENT AND internal and external PERSONNEL**

Level is aware that the involvement of personnel, combined with active participation of Management and all collaborators, is a primary strategic element. In order to consolidate and improve results, personnel is adequately trained and motivated to guarantee:

- Relations with Customers based on professionalism, spirit of collaboration and mutual trust
- Promotion of the sense of responsibility, productivity, self-control and efficiency
- Observance of safety norms and of the working environment
- Sharing of success

## **POSITIVE ECONOMIC RESULTS**

They represent the last reference of all of our skills and efforts and guarantee pursuance of the methods.

*The Quality Management System is structured as a preventive system and as the interests of the entire company, in the belief that, for constant improvement self-assessment is important together with the control of personal work results, with the involvement and participation of all.*

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10/06/2018	MASSIMO GIANQUITTO