

## QUALITY POLICY

The General Management has formulated the following Quality Policy in order to offer to customer a high-level product, able to fully meet your expectations and, at the same time, to satisfy the needs of internal economy.

Some primary characteristics can be identified:

- 1) the ability to perceive and identify the customer's needs with high accuracy;
- 2) the ability to carry out what is required by the customer, identifying possible level of criticality relative to the use of the material;
- 3) ensuring customers a qualified service (delivery time as the confirmed ones, accuracy and speed in replies, courtesy, availability, suitable technical support);
- 4) ensuring that the right remuneration is recognized by customers in a context of general competitiveness and technological progress;
- 5) ensuring an ever greater effectiveness and efficiency of internal processes, in order to set up investment resources;
- 6) the guarantee of supplying Atex products compliant with the owned Atex Certificates;
- 7) ensuring the competent technical updating of collaborators;
- 8) ensuring compliance with the requirements, in particular those related to the safety of the work;
- 9) the will to create strong partnerships with our suppliers.

The image of professionalism and company's reputation for seriousness and efficiency are cared for and safeguard through appropriate internal verification actions, while the improvement of performance is obtained through the continuous review of the work, through a persistent awareness raising and training activities for all employers.

The Management delegated the management Representative for the analysis and continuous measurement of processes, in order to highlight the inadequacies and propose some improvements.

The Quality Policy concerns all the staff and the Management is committed to ensuring that everyone are aware of it.

The Quality Policy and the objectives identified from time are reviewed and updated during the Management reviews.

The Quality Department has the task of verifying through internal audits that the Quality policy is understood and implemented by all.

Mozzate, 29<sup>th</sup> of June 2021

Quality Managers

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N. M. MI105607

