

	QUALITY POLICY AND OBJECTIVES	G-002 (extract)
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The Management of Gart has adopted a Quality Management System (QMS) in compliance with UNI EN ISO 9001:2015 for the activities of design, development, and production of air springs and technical rubber articles.

The primary purpose of Gart's QMS is to:

- **Ensure the ability** to provide products and services that meet Customer requirements as well as applicable laws and standards.
- **Increase Customer satisfaction** through the application of rules and procedures defined by Management, including the improvement of the System itself and compliance with the above requirements.
- **Continuously improve products, processes, and services** in order to enhance the offering and meet future customer needs.
- **Identify, understand, and communicate customer needs and expectations** at all levels of the organizational structure.

Gart Quality Policy Principles:

<u>Management and Coordination Process</u>	Risk based thinking
	Customer orientation
	Professionalism and competence
	Continuous improvement
	Worker safety and environmental respect
<u>Commercial Process</u>	Certainty of Customer requirements
	High level of Customer service
	High level of Customer care
<u>Development and Design Process</u>	Customer support and transparency
	Excellence in performance
	Compliance with requirements
<u>Procurement Process</u>	Reliable suppliers
	Quality and punctuality of supplies
<u>Production Process</u>	Quality products
	Planning and scheduling
	Flexibility and adaptation to Customer needs

The above policy is concretely applied through the definition of specific measurable objectives and indicators, the availability of necessary resources, and the active involvement of all personnel.