

The Company's Quality Policy is focused on the pursuit of satisfaction, trust and loyalty of the client and the interested parties and on full compliance with the regulations / mandatory laws. It takes into account the internal and external context on which it operates, following its progress and drawing inspiration from it to define objectives and risks in the execution of the processes.

To achieve this, the Company must commit itself to the achievement and maintenance of specific objectives that, as a whole, must determine the achievement of the global quality strategy. In this context, the Quality Policy must be considered as a fundamental mean of guiding the Pielle S.r.l. to improve its performance.

To make this possible, the Quality Policy is specifically addressed to the business and non-business elements necessary to guarantee its success, namely:

- To all business processes for which the types and levels of future improvement must be defined, identifying the risks, opportunities and indicators suitable for their management;
- To the satisfaction of the Customer, of the interested parties, defining the expectations and the actions to be taken to achieve it;
- To the Company Personnel who, feeling part of a team striving for the pursuit of business success, must find the atmosphere and the most appropriate incentives for their development, their safety and their satisfaction;
- To the performance expectations of the Company in relation to the achievement of the desired return on investment considering the resources involved;
- To Suppliers and Business Partners in order to reach high levels of delivery standards and collaboration for the purpose of common growth;
- To the management of resources (financial, infrastructural, human and environmental) in order to guarantee effective and continuous support for the growth and success of the Company.

The Management has chosen to implement the UNI EN ISO 9001:2015 standard and the continuous improvement deriving from its application as a management tool to achieve the goals.

The General Management has the primary responsibility for the realization of this objective, the preparation of the Quality Management System and the verification of its adequacy; the GM will evaluate risks and opportunities in the application of processes; will draw up periodic reports on the status of the Quality Management System and on the effectiveness of achieving the objectives; GM will also define new objectives for the next period and the analysis of risks related to the processes.

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