



Osimo, February 18 2022

Quality policy

Quality Policy in **BA.EL Elettronica S.r.l.** is defined by 2 different documents (Policy and Targeted programs), which they mutually integrates making the Policy itself dynamic and easily adaptable to the real needs of our Company that is continuously evolving ensuring that the quality management system achieves the expected results and actively involving, guiding and supporting people to contribute to the effectiveness of the quality management system.

This document highlights the principles and efforts on which our Policy is based on, the other document, (yearly target program) describe in detailed manner the objectives that **BA.EL Elettronica S.r.l.** detect, year by year, as continuous growth in improving.

BA.EL Elettronica S.r.l. direction, assumes as *priority goal*, to keep an efficient Quality Management System as per UNI EN ISO 9001 regulations ,by promoting the use of a process-based approach and risk-based thinking capable of ensuring continuous compliance of the product/service with the required conditions by the client, the applicable legislation and reference regulations, by taking responsibility for the effectiveness of the system quality management; ensuring that the established policy and objectives are compatible with the context and the strategic guidelines of the organization as well as understood, shared, implemented and put into effect by all its employees and collaborators, and at the same time it strives to share it with its most significant stakeholders .

The *basic goal* target of the Quality Policy, is to keep and improve the own market position in Assembling and Testing Electronic board .

Clearly detecting the expectations and the needs of the customers in order to convert them in requests to be satisfied, offering the best price/quality ratio for products/services and supplying, about them, further services to guarantee customer's largest satisfaction, in a continuous improvement path and company excellence.

Essential goal of the Quality Policy in **BA.EL Elettronica S.r.l.** is the effort to create, develop and spread in all company levels, the quality culture , that have to be focused on customer's satisfaction. This means that the directions has to provide necessary availability of human and technological resources, and has to involve everyone toward products quality improvement.

As high involvement grade for all the human resources in product/service quality improvement is essential, **BA.EL Elettronica S.r.l.** internal and external communication is a privileged tool to reach the *fundamental goal* to share, by all workers, of key concepts of Quality Policy.

In a so planned system, basic goals are regular based training for Process Managers and collaborators as well as sensitizing then with specific and systematic courses on quality matters.

BA.EL Elettronica S.r.l. direction, also assures, as *vital goal*, to keep perfect efficiency in its own Company Quality Management System, via a constant and periodical auditing of the correct application of what stated by Management procedures, by Operating Instructions, by Processes Flow, and by the Quality Policy in company areas, made by internal inspections and specific examinations.

At last must be considered *definitive*, the pursuing of efficiency and effectiveness *processes goals*, that will be kept under constant surveillance, by monitoring and systematical analysis of quality data and their performances.



The year 2022 is now the umpteenth year in which BA.EL Elettronica S.r.l. follows the UNI EN ISO 9001:15 Quality Management System. Future years will represent a peculiar period for three important reasons:

1. The pandemic caused by COVID-19, which has severely affected the company's business activities since March 2020, is still affecting both turnover and the way our products are made. If the 2020-21 period has been characterized by profound changes with all the negative effects of the case, the upcoming years can be considered those of "normalization" and see our company heavily engaged in consolidating new modalities of keeping in contact with customers (e.g., remote calls) and product supply (minimum internal inventories of processed products where possible), but also in seizing business opportunities offered by this radical change of perspective.
2. The containment of operating costs, in tune with the current macroeconomic framework and new operating procedures, has prompted us to revisit our operating environments (offices and more) and more generally the virtualization of business activities (smart working when and where possible/needed).
3. The compliance of the QMS with ISO 9001:15 standards that pay great attention to risk management, considering risk an increasingly inescapable element for both business and for the complex systems in which the Covid-19 pandemic is a striking example .

BA.EL Elettronica S.r.l.

A handwritten signature in black ink, appearing to read "Piero" followed by a stylized flourish.