

QUALITY POLICY



UGO BASILE mission is to ensure the highest possible customer satisfaction, by designing, developing, producing, delivering and supporting DEVICES FOR LIFE SCIENCE RESEARCH.

UGO BASILE is fully committed in gaining and maintaining a leadership position in its market and in reaching customer satisfaction and loyalty. This is achieved through a constant commitment of **UGO BASILE** in:

- systematically scout and select new experiments for which novel devices will be produced, with high technology content, in order to match customer needs, anticipate and exceed their expectations, and deliver customer value through the new solutions, once brought to market.
- Speed up the production of products and the delivery of support/training services to clients, by using innovative and reliable tools, eventually making the organization more efficient, by exploiting all the available resources.

To fulfill its **mission**, **UGO BASILE** Board of Directors **will**:

- keep a Quality System as the main framework to achieve its objectives, keep the commitments, drive a continuous improvement of the company processes, while at the same time guarantee the compliance with the requirements and specifications of its products;
- committ all the company resources and skills to actively participate to conferences and trade shows to listen and collect, customer suggestions, ideas and desires;
- focus each activity on the customer need to satisfy her in the best and fastest possible way, in order to consolidate a market leader position
- develop and provide products that match existing legislations in order to guarantee the safety and health of the product users
- promote within the organization the appropriate culture and methods, so that whoever is involved and works on them is constantly capable to deliver the best customer experience possible;

While fulfilling its **mission**, **UGO BASILE** **commits to**:

- **toward customers:**
 - ✓ provide products and services that match the requirements, both in terms of quality and reliability;
 - ✓ determine and face risks and opportunities that can influence product and service conformity and the ability to increase customer satisfaction;
- **toward suppliers**, encourage and actively work to build and maintain a cooperative relationship in a proactive manner and by playing an active role in:
 - ✓ reaching UGO BASILE objectives and process efficiency levels;
 - ✓ define product performances and characteristics;
- **toward employees**
 - ✓ encourage professional development and guarantee a safe work environment
- **toward the Quality Management System (QMS), the BOARD OF DIRECTORS:**
 - ✓ Accepts the responsibility of the QMS efficacy;
 - ✓ Ensures the integration of the QMS requirements within the Organization business processes
 - ✓ Promotes the utilization of a process-based approach and of Risk-based thinking;
 - ✓ Promotes continuous improvements



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- ✓ Ensures QMS can rely on the necessary resources
- ✓ Communicates the importance of an effective Management through Quality and the conformity to QMS requirements.
- ✓ Ensures that QMS reaches the planned results
- ✓ Participates actively, by guiding and supporting personnel, so that they can contribute to the efficacy of the QMS
- ✓ Ensures that the integrity of QMS is kept, whenever the QMS itself is modified

Gemonio, Dicembre 3rd 2019

Board of Directors