

	<h1>Quality policy</h1>	Rev. 4	Of 12/04/2023
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Mdq Quality Policy Rev 4

Pizza is the most popular food, eaten all over the world. Appropriate tools are required to make it. Our mission is to work alongside professional and amateur pizza makers, understand their needs and issues and develop solutions aimed at making their work better and easier.

The experience of buying and using a Gi.METAL tool must be rewarding, and it must support and certify the quality of the pizza maker's work.

To do what we have in mind, it is not enough just to want it. It takes a tight-knit organization, carefully fine-tuned working methods, efficient equipment, skilled, motivated people and, above all, a method for managing the company that is based on constantly improving results.

A tracking system of the entire production activity, perfected over the years, makes it possible to link processing times, materials used, machines and personnel involved with every batch produced. The whole data collection of the production process is automated, hence highly reliable.

The company's Quality Policy focuses on pursuing customers' satisfaction, trust and loyalty building, as well as on full compliance with standards, laws and regulations, in order to implement the quality strategy and lead Gi.Metal too improve its performance.

To achieve all that, the quality policy focuses on those aspects of the company that are essential for its success, namely:

- on all company processes for which the types and levels of future improvements must be defined, identifying indicators for their management;
- on Top Management's Expectations in relation to the achievement of the desired level of return with respect to the resources involved, consistently analyzing the risks, to maximize the chances of achieving the objectives;
- on the Management of Resources (financial, infrastructural, human, environmental) in order to ensure effective and continuous support for the company's growth and success;
- on Company personnel by disseminating the importance of customer satisfaction at all levels, constantly focusing on processes, especially those concerning workplace safety and product quality; in keeping with this commitment, investments in personnel training are always a priority;
- on Top Management, who define clear and measurable objectives at the beginning of each year, verifying the results, activating and maintaining a continuous improvement process;
- on Suppliers and Business Partners, defining and applying a collaboration policy with suppliers and customers aimed at perfecting relationships based on mutual benefit and loyalty.

General Management has chosen to certify the processes in compliance with the UNI EN ISO 9001 standard. The continuous improvement deriving from its application is a strategic factor for competitiveness and qualification on the market and evidences the efforts made in pursuing the continuous satisfaction of all customers and partners.

Top Management asks all personnel to undertake to achieve the assigned objectives, and ensures that it will pay the utmost attention to all suggestions and proposals aimed at improvement and that it will promptly communicate the results achieved, in order to ensure this policy continues being suitable for the strategic objectives.

Montale 12/04/2023

The Sole Director

Marco D'Annibale