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2.1 MANAGEMENT STATEMENT

The management of FINLAB, as the sole director, undertakes to participate actively in the development, maintenance and continuous improvement of the management system. The foregoing is intended to increase the satisfaction of the customer and other interested parties (staff, suppliers), identifying their current and potential expectations and on the basis of mandatory requirements.

The Management also believes that a quality policy consistent with general strategies is a means of leading the company towards improving its performance.


The main points of FINLAB's policy are:

- Provide a service capable of satisfying customer needs in the sector of small and medium-sized enterprises present on the national and international territory
- Carry out tests in accordance with the established regulatory methods
- Perform tests according to the customers' requirements
- Expand its field of intervention with the provision of technical services and training activities

These directives, during the periodic review of the system, will be transformed, compatibly with the company's possibilities, into measurable objectives consistent with this policy and relating to the individual company functions.

The management also undertakes to prepare the resources necessary to achieve and maintain good professional practice, taking into account the following general principles:

- Appointment of a quality manager, with organizational freedom and authority to manage the quality management system, keep it active and improve it, based on UNI EN ISO 9001 ("Quality management systems - Requirements") and UNI CEI EN ISO / IEC 17025 ("General requirements for the competence of testing and calibration laboratories")
- Definition of the system documents (mainly this manual and the various procedures), which are intended to plan the system
- Empowerment of staff at all levels with regards to the management system and the relevant activities
- Inclusion of monitoring and measurement indicators in the management system processes, in order to base decisions on factual data

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The management also undertakes to:

- Guarantee the independence of judgment on the tests carried out;
- Guarantee the protection of confidential information and the client's property rights
- Avoid involvement in activities that can diminish confidence in competence, impartiality, judgment or professional integrity

The Management intends to promote with particular care all the initiatives aimed at ensuring that this policy is understood, implemented, current and supported at all company levels.

It is the task of the various corporate functions with their own professional skills and abilities to commit and consider quality a fundamental value for business success.

All functions and staff are responsible for the correct application of the manual's prescriptions so that everyone can constantly improve the system and quality management. FINLAB provides certification / accreditation bodies and its representatives with all cooperation so that the application of the reference standards can be verified. This cooperation also includes the access of representatives to the premises, the execution of tests, the verification of all documentation and any other form of collaboration required.

FINLAB guarantees absolute compliance with current laws, technical regulations, contractual requirements and those required by certification and accreditation bodies.

FINLAB S.R.L.

The Laboratory Manager