



DI.GI.EMME S.R.L.
Società Unipersonale
22060 Carugo Co Italia
Via Vittorio Veneto, 51
Tel. +39 031 758300
Fax +39 031 758280
www.digiemme.it
inform@digiemme.it



Cap.Soc. Euro 51.000
CCIAA Como 183189-CO 007922
Registro Imprese Como n° 02915340158
Cod.Fisc. 02915340158
Partita Iva IT 01338850132

COMPANY QUALITY POLICY

The work we do every day is based on our commitment to promoting the continuous improvement of our products, our services and the activities that make up all our company processes. We uphold this commitment by identifying, monitoring and periodically reviewing the relevant internal and external factors, our stakeholders and their respective requirements, the risks and opportunities connected with our work and the way we manage these, with a view to helping the Organisation protect the company's valuable assets.

Aware that climate change is one of the main challenges of our time, with significant implications for the environment, economy, and society, we are committed to systematically assessing whether it is a relevant factor for us and whether our stakeholders have requirements in this regard.

In order to continuously improve our company's performance, we strive to:

- ensure that all activities are carried out and continuously improved in accordance with our customers' requirements and all other applicable requirements
- operate in compliance with all applicable laws, standards and regulations, while applying and systematically improving our company's Quality Management System and processes.

When setting our company's performance improvement targets, we adhere to the following criteria:

- promoting and maintaining a relationship of maximum collaboration and transparency with workers, customers, suppliers, the community, and institutions;
- improving the product and service offered to increase Customer satisfaction.

To achieve the set Objectives, the following indicators are measured during the System Review phases:

- trend of Customer complaints and "Customer satisfaction";
- trend of product/process Non-Conformities;
- trend of specific business process indicators;
- trend of Internal Audit results;
- trend of Supplier Performance.

Numerical objectives are established in the Improvement Plans issued during the Management System Review phases, which contain measurement criteria, necessary resources, development time planning, and are communicated to all involved parties.