

## Quality Policy

The Management has decided to standardize the company management to the principles of the UNI EN standards ISO 9001: 2015.

The commitments of PEPA TRASPORTI, for the full achievement of the set objectives, are divided into:

- Carry out an analysis of the business context, this analysis is updated every year;
- Carry out a business risk analysis that evaluates the processes and determines their actions from undertake in the Improvement Plan, this analysis is updated every year;
- Obtaining the certification of its Quality Management System;
- Full involvement of the Management in drawing up general guidelines for achieve Quality and to achieve continuous improvement of the QMS;
- Full and correct perception of the Client's requests and needs, and translation immediate in Quality services that materialize and exceed expectations;
- Guarantee to the Customer that the product / service provided will be according to all the requirements of law;
- Involvement and integration of company resources in the optimization of activities and in the improvement of products / services, according to the Customer's expectations;
- Enhancement of the human potential of all collaborators, motivating e stimulating their ability to solve problems and improve, strengthening interpersonal and communication relationships, developing self-realization and a sense of participation;
- Staff awareness that the work is based on the satisfaction of the Customer, who, in the flow of internal activities of our Company, is identified in the one who will perform the next processing;
- Qualification, training and training of all personnel to know, manage and check prescribed activities, grow professionally and make a concrete and continuous contribution for the improvement of the Management System Quality;
- Continuous attention to emerging IT and technological solutions, which integration of automation and optimization of activities;
- Periodic review of the Quality Management System to identify and implement the opportunities for improvement.

**PEPA TRASPORTI** guarantees that the Quality policy is understood, implemented and supported through:

- The internal distribution of the documentation of the Quality Management System of competence, to all personnel required to apply them in the Company;
- Awareness continues, stimulated by meetings, on the subject of discussion of real cases that occurred within the company;
- The Quality Management System Improvement Plan, drawn up annually to highlight the objectives of improvement, the means to obtain them and the indicators for verify that they have been obtained.

The Management is at your disposal for any clarification in this regard.

Thank you and good job to everybody.

Recanati, 15.1.2018