

QUALITY POLICY

ACI S.r.l. General Management wishes to pursue an efficient quality management, pointing to an optimal resource's management, to gain the full satisfaction of all stakeholders and an optimal operating efficiency.

For this reason a Quality Management System has been created with the aim of manage company processes and control technical, organization and human factors which can influence the quality, operating to comply with ISO 9001: 2015 standard.

On the Quality Manual the Quality Management System is described and there are the processes and the management methods to gain the system's maximum efficiency, in the use of human resources, techniques and organization of the whole company.

The Quality Policy, in accordance with the company mission and with the other Management's policies, can be summarized by the following principles:

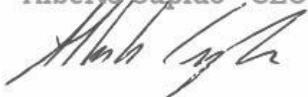
- **involve and empower all company personnel;**
- **realize the efficiency of the processes of design, manufacture and marketing of products for Video door entry, residential communication, Home Automation and Access Control so that they meet the required requirements;**
- **comply with the laws and regulations in force;**
- **priority research on safety, product reliability and customer satisfaction;**
- **prevent defects rather than eliminate them afterwards;**
- **use only reliable suppliers and establish stable partnership relations with them;**
- **obtain maximum transparency towards the customer in order to define exactly all aspects of the supply;**
- **fulfil the Customer's order in accordance with the agreed requests and in compliance with the agreed shipping times;**
- **listen to the customer and provide maximum support for problem solving (even if the product is no longer in production).**

All Personnel must undertake to apply these principles to achieve continuous improvement of the effectiveness of the QMS and to achieve the objectives set by the General Management.

The General Management undertakes to take an active role in implementing and supporting the quality policy established as described above, to constantly disseminate it and to ensure its understanding within the organization.

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Alberto Cupido - CEO



Lorenzo Gambetti - RAQ

