

Quality Policy
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Rev. 1

Through this communication, LANDA ILLUMINOTECNICA S.p.a. intends to promote its Quality Policy to all personnel.

By Quality Policy we mean the definition of the evolutionary path that the Quality Management System (QMS) must follow in order to achieve those improvements discussed after this document. Setting goals is mostly easy, but what we all need to have an understanding of is the “culture” of Quality, which must be clear, is not only to produce quality products but to extend to all the company's activities a system, which in concert between all the company functions leads to a general quality in accordance with the goals set by the Management.

True maturity is not necessarily customer satisfaction then, but customer and company satisfaction. So while it may be relatively easy to achieve customer satisfaction, this must also be followed by the satisfaction of LANDA ILLUMINOTECNICA as well. For this reason and others then, the following has been defined:

- a) Improve LANDA ILLUMINOTECNICA's activities, as far as possible, through constant monitoring of processes in order to optimise them from time to time.
- b) Improve the knowledge of the personnel involved, through training or coaching aimed at giving the company roles the necessary knowledge to cope with the control activities defined by the company.
- c) Achieve a high level of customer satisfaction, trying to achieve this with less effort or dispersion, both of time and resources.
- d) Promote the same quality culture to its staff through possible meetings.
- e) Promote constructive suggestions.
- f) Promote CA (corrective actions) activities when necessary and in a constructive manner. Furthermore, insist with suppliers so that NCs (non-conformities) detected by company control are not mere reports but can instead contribute to the continuous improvement of both parties.
- g) Become aware of the fact that improvement also means drawing from the outside and therefore taking into account the possible contributions originating from suppliers, from collaborators, comparing ourselves with those who operate in the same market allows us to identify new opportunities and continuously improve the organisation and the QMS (Quality Management System).

From this moment, the Management of LANDA ILLUMINOTECNICA expresses that the points defined above should be considered the primary goals of the QMS. It will be the responsibility of the Management to define new Quality Policies whenever necessary and to review them at least once every 12 months during the Management review phase at the end of the year. Whenever this happens, the personnel concerned will be promptly made aware of the new points, which may be in addition to or instead of those mentioned above.

We therefore ask for your cooperation, both in the achievement of the goals and in the definition of new systems or tools that can be integrated into the Quality Policy and that will improve our QMS. Any new idea will be taken into consideration if it serves the above purpose.

Thanks to everyone
THE MANAGEMENT



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