



## QUALITY POLICY

TECON Management has stated as a priority objective of the Company to supply to Customers the best performance in terms of quality, execution time and right price for the services provided in order to meet Customer needs and expectations. This goal can be achieved through the following actions:

- continuous improvement of processes, of the Quality Management System effectiveness and of the Company performance;
- a constant fulfilment of contractual and cogent requirements, and of further requirements independently established by TECON;
- the reduction, elimination and prevention of deficiencies in the quality of processes and products related to the development of design activities;
- maintenance of the Company know-how in formalised, controlled and traceable way.

To honour the above commitments, the Management establishes each year objectives for continuous improvement of the Quality Management System effectiveness, and communicates them to all functions involved.

These objectives are put into effect as follows:

a) with respect to Customers/Clients:

- promote any action to meet the contractual and cogent requirements, and of further requirements independently established by TECON, preventing the occurrence of complaints from Customers/Clients;
- improve sale activities, promoting the relationship between marketing and established and new Customers/Clients;
- improve the quality-price ratio for the services rendered;
- monitor the level of satisfaction achieved during the period.

b) with respect to Suppliers and/or Contractors:

- promote the concept of Quality;
- improve the relationship by increasing the exchange of documents;
- qualify services through audits and/or preliminary investigations.

c) with respect to its own organization:

- identify responsibility for each area, service and task;
- improve internal processes, Quality Management System effectiveness and Company performance;
- check thoroughly and in a documented way the services rendered to Customer;
- intervene in case of inconsistency with the Company intents described in the Quality Manual, according to UNI EN ISO 9000;
- improve skills and knowledge of staff;
- ensure that the Quality Policy is understood, implemented and supported at all levels of Company organization;
- promote safety policy at the workplace in order to prevent the possibility of injury.

The commitment of all Company's resources to follow this policy is essential in order to achieve these improvements, and to reach increasingly ambitious goals.

All TECON staff is therefore required to act in accordance with the rules described in the Company's Quality Manual and associated procedures, and to provide advices and inputs to achieve continuous improvement.

Also the suppliers of goods and services that affect quality must take into account the Company quality principles, as they are important actors for achieving the established quality objectives.

This policy is released and communicated to all TECON staff, to any external resources that work with a continuous relationship and is supported at all Company levels.

Company is also active to revise and update the contents of this policy in order to assure that it is always adequate to changes of internal and external conditions.

Assago 11.01.2010

The Chairman  
*Tullio Balestra*