

QUALITY POLICY AND MANAGEMENT COMMITMENT

TCR TECORA® srl considers Customers and Stakeholders satisfaction a top priority, whose expectations intend to respond by applying a Management System, corresponding ISO 9001:2015 and EN 15267:2009 for Quality Management Systems, which leads to continuously guaranteeing high standards of reliability of the service/product offered in full compliance with the protection of health and safety in the workplace and the environment.

TCR TECORA® has made Quality one of its strategic objectives, in order to guarantee the full satisfaction of the Customer's needs and expectations regarding the production, marketing and distribution of scientific instruments and related maintenance and assistance.

In order to guarantee the effectiveness of the Quality Management System, extreme care has been taken in obtaining its maximum diffusion within the Company, in order to implement its knowledge by all company levels and consequently facilitate the application to achieve the set quality objectives.

Particular attention was paid to the involvement of Staff during various meetings:

- for the drafting of the documentation;
- for the dissemination of corporate objectives;
- for understanding the fundamental role of all staff in achieving objectives and the importance of respecting quality procedures.

The Management endeavors to ensure continuous improvement of the effectiveness of the Quality Management System, in particular:

- Defines the level of professionalism required for each corporate role and periodically checks the performance of its employees and collaborators, in order to define training plans that guarantee the offer of a highly competitive service;
- Works for an increase in turnover by increasing both the customer base and retaining existing customers;
- Guarantees the quality of the products sold and distributed as well as the professionalism of its maintenance / assistance technicians;
- Always improves the management of non-conformities more and more;
- Analyzes any reports that may have emerged from internal and external audits, in order to define adequate improvement actions;
- Guarantees the constant updating of mandatory provisions and sector techniques;
- Develops its business respecting the environment and safety, values the contribution of all employees in creating a peaceful and constructive work environment, considering that this is implicit in operating according to Quality;
- Manages the risks identified by seizing the opportunities for improvement..

Cogliate, 27/05/2025

Marco Zenca

