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## Quality Policy

*PRIULA's goal is to stay on the market profitably.*

*To achieve this, we must provide current and potential customers with a product, service and organization that meets their quality requirements.*

*All this must be offered at the most competitive cost possible.*

*Quality and cost contribute to customer satisfaction as a necessary condition for the success of our company.*

A number of guiding principles that must be adhered to are listed.

1. Employee engagement: everyone needs to know what's going on
2. Employee awareness: everyone needs to know the end use of the parts we transform with our processes
3. Implementation of the service criterion: punctuality of deliveries, retention of order data for at least 10 years, management and timely resolution of customer complaints. Collaboration with the Customer for the definition of product specifications. Building long-term relationships
4. Implementation of systematic analysis of defects on the pieces aimed at their removal
5. Implementation of continuous improvement of the product and process in order to reduce defects and reduce costs (less use of raw materials, less rework, reduction in man-hours). Adoption of better good manufacturing practice. Focus on a specific market
6. Training and information of employees aimed at:
  - increased staff awareness
  - knowledge of complaints and non-conformities
  - knowledge of contractual requirements
  - knowledge of regulations and laws
  - improvement of order and cleanliness
7. Monitor stakeholder needs

Talamona  
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PRIULA MANAGEMENT