



QUALITY POLICY

PKG SRL aims to be the benchmark for the sale of projects and machines in the packaging sector.

Our goal is to meet all customer requirements in terms of performance, dimensions, and aesthetics.

We can achieve this result only by improving, making our organizational, commercial processes more efficient and effective, by precisely analyzing requests and procurement.

- - *The ability to anticipate customer desires in the product, pursuing customer satisfaction, and continuously proposing innovative solutions;*
- - *The guarantee of providing each customer with a safe and reliable product in its components and execution;*
- - *The proper support and assistance to our customers so they can fully utilize our product.*

Achieving these ambitious goals will require the commitment of all of us to maintain a vibrant and active corporate management system that allows us to govern events and processes.

- - *Defining the organizational structure and decision-making processes so that they are governed by effective procedures;*
- - *Periodically analyzing the business context using Risk-Based Thinking and PDCA methods, and pursuing the identified current opportunities;*
- - *Involving suppliers in a close partnership relationship in corporate growth and in meeting customer demands;*
- - *Maintaining the product and service standards necessary to satisfy our customers through appropriate methodologies for controlling purchased products and closely monitoring the involved suppliers;*
- - *Monitoring customer satisfaction to improve these standards over time;*
- - *Ongoing staff training to ensure they are competent in performing their work and aware of their role in the organization;*
- - *Compliance with applicable regulatory requirements;*
- - *Sharing this Quality Policy to all company personnel and all interested parties.*

To guide company development in line with the expressed principles and policies, it will be my responsibility to define specific and concrete objectives for each function together with the responsible parties.

I believe that the quality management criteria described in the ISO 9001 series standards should be referenced in conducting business activities.

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