

**EXTREMA** is committed to improving people's daily lives through the design, manufacture, assembly, marketing and installation of stairlifts and platform lifts for the elimination of architectural barriers.

The **VALUES** that guide the Company's decisions and behaviour are:

- **SIMPLICITY AND ORDER** (clear and essential)
- **FOCUS** (concentrated on our role)
- **COLLABORATION** (working towards a common goal)
- **AMBITION** (continually improving and innovating)

**EXTREMA** considers customer satisfaction a fundamental objective. To this end, a Quality Management System (QMS) has been established, implemented and maintained, it is compliant with **UNI EN ISO 9001** and ensures:

- Compliance with contractual requirements and applicable statutory and regulatory requirements
- Fulfilment of customer needs and expectations
- Quality and conformity of products and services
- Effectiveness and efficiency of business processes
- Development of personnel competence
- Continual improvement of the Quality Management System (QMS)

To achieve these objectives, **Top Management** is committed to:

- ❑ Analysing the organisational context and identifying customer needs and expectations
- ❑ establishing, implementing and maintaining the Quality Management System
- ❑ continually updating the QMS and the organisational structure
- ❑ defining responsibilities and authorities for effective process management
- ❑ providing the necessary human and technological resources
- ❑ ensuring personnel competence through training and awareness
- ❑ complying with applicable statutory and regulatory requirements
- ❑ promoting risk-based thinking and continual improvement
- ❑ communicating this Quality Policy throughout the organisation

**QMS Manager**

Renato Paduano



**Top Management**

Federico Lodi

