

Document applicable on the site(s) of: Italy

Level of Classification: ☒ Public ☐ Confidential ☐ Highly Confidential

Quality Policy of UTAC Italy S.r.l.

UTAC Italy S.r.l. specialized in vehicle and component inspections within a highly competitive and specialized market. We are committed to delivering services characterized by impartiality, integrity, and professionalism, keeping pace with the technical and regulatory advancements in the automotive sector.

Mission Statement: Our mission is to achieve complete customer satisfaction by providing professional services at competitive costs, fully compliant with European Directives, Regulations, and requirements from competent authorities.

Quality and Strategic Commitments:

- **Management System Compliance:** We are dedicated to establishing and maintaining a management system that meets ISO/IEC 17020:2012 requirements.
- **Impartiality and Independence:** We maintain our impartiality and independence to ensure our customers have complete confidence in our evaluations.
- **Continuous Improvement:** We commit to continuously improving the quality of our services and internal processes through our Quality Management System.
- **Legislative and Technical Compliance:** We adapt our processes to meet legislative and technical regulations.
- **Customer Needs Analysis:** We actively analyze customer needs to prioritize and address them effectively, aiming to enhance customer satisfaction continuously.
- **Quality Culture Promotion:** We promote a culture of quality across all organizational levels, involving all staff in the ongoing improvement of our Quality Management System through training and information dissemination.
- **Systematic Reviews:** We periodically review our Quality Management System to ensure its ongoing adequacy, suitability, and effectiveness.
- **Resource Allocation:** We provide the necessary resources for the implementation, maintenance, and improvement of our Management System.
- **Stakeholder Engagement:** We meet customer and stakeholder requirements, complying with all applicable regulations and striving for continuous system and process enhancement.
- **Feedback Utilization:** We seek and utilize feedback from customers and stakeholders to improve and maintain professional practices.
- **Inspection Excellence:** We conduct inspections according to declared methods and specific customer requirements.
- **Staff Competence:** All staff members are trained and competent, ensuring their duties are performed effectively to support our organizational structure.

Management Responsibility: The Company Management is responsible for the effective implementation of this Quality Policy. This responsibility includes disseminating the policy throughout the organization, defining and describing objectives, and enforcing procedures and regulations set by the Quality Management System. The Management has appointed a Quality Management Manager and a Technical Manager to oversee, manage, and continually improve the Quality Management System.

Milano (MI), 18/04/2024

The Management

The paper edition commits the user to ensure that he/she applies the version in force