Schio, 04th July 2022

TO ALL EMPLOYEES TO

ALL COLLABORATORS

Quality policy

VIDEOSYSTEM S.r.l. is a consolidated production reality, founded 30 years ago. For over ten years it has been on the market as a company dedicated to the design and construction of vending machines for pharmacies.

In order to guarantee a service characterized by maximum customer satisfaction, and more generally of all interested parties, **VIDEOSYSTEM** has decided to adopt the UNI EN ISO 9001:2015 standard and implement an internal Quality Management System.

In this document, the **VIDEOSYSTEM** General Management defines the principles on which the company's activities are based and which can be summarized in four points:

1. management improvement;
2. price competitiveness;
3. the improvement of the services offered thanks to a high level of technical-logistic know-how;
4. pre- and post-sale customer assistance.

Pay attention to the correct management of the company and the competitiveness of prices

The **VIDEOSYSTEM** Management aims to contain the company's management costs and, in doing so, considers both internal factors and market inputs, to whose needs the organization must be able to adapt, demonstrating speed and flexibility.

The **VIDEOSYSTEM** Management is aware that, in order to have an efficient and at the same time flexible organisation, it is necessary to be able to count on the involvement of all its staff, and to make collaborators aware of the risks and opportunities the company faces in his daily work. In this sense, **VIDEOSYSTEM** promotes the development of internal professionalism and the careful selection of external collaborations in order to equip itself with human resources that are as competent and motivated as possible.

Improve the levels of service offered and always assist the Customer

Improving your performance is almost always possible, but sometimes it requires commitment, effort and sacrifice. For this reason, the **VIDEOSYSTEM** Management continually analyzes its own work and that of others, in search of the best solutions for the company itself and for the Customer. The continuous analysis and evaluation of available technologies and innovations proposed by Suppliers can also offer ideas to better support Customers' choices and expectations, as well as the development of Human Resources, to be pursued through regular training and training plans.

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To this end, in **VIDEOSYSTEM** business processes are planned with the utmost attention, always keeping in mind the principles of risk-based thinking and trying to identify the best solutions for:

- evaluate and treat the risks associated with the production processes the company faces;
- exploit, where possible, the opportunities that arise during operations;
- keep your reality in step with technological innovations.

With regards to sales and customer assistance, **VIDEOSYSTEM** has clearly identified the applicable requirements of the products to be supplied; communication must therefore be fluid both within the company and towards customers; performance monitoring must be conducted without the slightest fear of highlighting any shortcomings in method or resources, in the spirit of continuous improvement of the organization and the ISO 9001:2015 Management System

All this will allow **VIDEOSYSTEM** to obtain at least two results: on the one hand the maintenance of the Quality Management System in compliance with the UNI EN ISO 9001:2015 standard, on the other hand guaranteeing customer satisfaction by preventing the manifestation of non-conformities and giving complete satisfaction to their needs.

In the belief that what is expressed in this Quality Policy is of fundamental importance for the continuity of the company, the Management invites those who work in **VIDEOSYSTEM** or in its favor to:

⇒ implement with the utmost scruple what is established by the Quality Management System procedures;

⇒ promote the development of the company.

The objectives related to this Quality Policy and the parameters for measuring the effectiveness of the processes are reported in specific documents of the Quality Management System.

This Quality Policy is also disseminated by publication on our website **www.videosystem.it**

With best wishes for good work.

VIDEOSYSTEM S.r.l.

C.E.O.

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