	MOD DIR 5.2	Revisione	Data
	QUALITY POLICY	REV. 00	26/10/2021

The activity of **CAD 4D S.r.l.** consists of designing and delivering training and refresher courses in the field of:

- manufacture of dental prostheses, including repair
- use of dental software
- dental CAD programming to produce prosthetic artefacts

as well as additional activities excluded from the Scope of Application at the time of this revision of the Quality Policy.

The Organization expresses the will to pursue continuous improvement in the Quality standards of the services designed, offered, and delivered, through the implementation of the Quality Management System, which complies with the requirements of the UNI EN ISO 9001 Standard. Furthermore, this is managed in compliance with the Environmental and Health and Safety Standards and Laws in force, including compliance with the commitments adopted on a voluntary basis.


The definition, implementation and maintenance of the Quality Policy is aimed at ensuring that all business processes are conducted in such a way that the services provided meet the applicable mandatory legal requirements and other requirements defined based on the analysis of its internal and external context and the needs and expectations of the Interested Parties with particular focus on those of the Customer, seeking to anticipate their needs and increase their satisfaction.

The general principles on which CAD 4D S.r.l. 's Quality Policy is based are:

1. deepen the expectations and needs of the customers of the other Interested Parties in order to consistently define strategic directions and structure business processes accordingly;
2. apply proper organizational management to mitigate risks and enhance opportunities, through the application of risk-based thinking;
3. to continuously improve the development of all Business processes to increase its performance in terms of services provided;
4. to maintain a high level of monitoring and control over Business processes (performance indicators for processes and services) so as to continuously measure their effectiveness and efficiency through the rigorous planning of its Quality objectives and the evaluation of the performance achieved;
5. to involve, motivate, train and inform its internal resources so that the strategies and objectives defined and the activities planned are pursued by the entire organization in a competent and conscious manner;
6. manage any customer complaints and anomalies in the field of Quality with a consequent reduction in the incidence of the same;
7. establish partnership relations with Suppliers and Outsourcers to share the achievement of objectives;
8. to regularly provide services that meet the Customer's requirements and the applicable mandatory requirements;
9. to pay attention to changes in its internal and external context to grasp technological innovations with a view to sustainable development;
10. to ensure transparent internal and external communication of relevant information to the appropriate extent and taking into account its own legal and other stakeholder requirements.

In order to achieve the above, Top Management (Alta Direzione) has:

- implemented the Quality Management System in accordance with the UNI EN ISO 9001 standard. This system is subject to certification by an accredited third party;
- educated, informed, and trained the entire staff, through special awareness and training meetings concerning the Quality Management System and the contents of this Policy; these communications and information are also provided to external collaborators, through the delivery of specially prepared documentation;
- made appropriate investments, in order to optimize internal staff, the work environment and equipment, in accordance with current laws and regulations;
- defined programs to improve the performance of the Quality Management System with determination, during management reviews, of the strategies to be undertaken and the resources and means necessary to achieve the set objectives.

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Top Management is committed to fostering the understanding and implementation of this revised **Quality Policy** by supporting internal and external resources at all levels in the project undertaken.

Every year, with reference to the general principles mentioned above, specific objectives are established, and the contents of this **Quality Policy** are evaluated to verify its adequacy in relation to the Organization's strategic choices.

The **Quality Policy**, with the relative objectives, arises from a careful and objective analysis of the Internal and External Contexts and of the needs and expectations of Customers and other Interested Parties, of the results achieved and of future objectives.

The **Quality Policy** is disseminated and shared with all the organization's personnel in order to promote the company's Quality culture and is published on the organization's website to make it available to all interested parties as appropriate and relevant.

Flero (BS), 26/10/2021

L'Alta Direzione