

QUALITY POLICY

In this document the Top Management of Diva International S.r.l. defines its Quality Policy, which collects the company's objectives and commitments, depending on the business strategies, towards the customers, market, Branches, Property and employees, so that the performance of the Quality Management System are carried out, maintained and improved, in compliance with the regulations and applicable legal requirements.

It also takes into account the Good Manufacturing Practices, which actually ensure quality through the description of the activities of the company, based on scientific judgment and risk assessment.

The Management System for Quality, as described and defined in this document, must ensure the fulfillment of the commitments the Top Management has undertaken, by meeting customer's expectations at all stages of transaction (commercial, administrative and technical), and by focusing on improving the effectiveness and efficiency of business processes.

Therefore, the Top Management believes that all the staff must collaborate to carry out the Quality Management System and GMP, which are essential factors for the consolidation of the image of the company in a highly competitive market.

In accordance with the strategies and objectives of company growth and customer satisfaction and loyalty, Diva International S.r.l. is constantly committed to:

- develop and maintain a Quality Management System as a tool to achieve the goals, fulfill the commitments, promote the continuous improvement of business processes, and ensure compliance with the current regulations concerning company's products and services;
- to pay attention on and evaluate customer's indications, suggestions, and desires in the best way and with its available capabilities;
- focus on customer's needs, to satisfy him faster and in the best way;
- provide products and services in compliance with all the regulations, in order to ensure user's safety and health;
- to broaden appropriate information and methodologies in the organization so that each employee is constantly able to provide the best service to customers;
- ensure a high level of satisfaction among all employees through the research of loyalty and sense of responsibility;
- encourage staff and management to develop their technical and organizational skills, contributing to the benefit of the system through their predispositions and interests.

In carrying out its mission Diva International Srl is committed:

- towards customers, to provide high-quality products and services, which comply with the current regulations; to ensure transparency and reliability; to guarantee the quality products at competitive prices, through analysis and cost containment;
- towards suppliers, to foster a close cooperation in order to be an active part in defining the performance and characteristics of the product; to provide the necessary support to understand and define both customer's requirements and product requirements;
- towards employees, to foster initiative, encourage professional growth, ensure productive and positive professional relationships, ensure a safe working environment and suitable place where they can be gratified;
- towards the Property, to encourage the growth of the company, ensuring adequate profitability and financial stability, which are essential elements for the success of the Quality Policy and GMP