

QUALITY POLICY

- MISSION:** Powersoft S.p.A. is committed to customer satisfaction through the creation of inspiring, reliable, and innovative products that can shape the frontiers of the audio market while helping customers themselves to be more successful.
- VALUES:** Integrity, Accountability, Teamwork, Meritocracy, Customer Focus, Innovation all represent fundamental components of our projects.
- STRATEGY:** Powersoft S.p.A. takes the following strategic lines into account when setting operational goals:
- Ensure maximum customer satisfaction while meeting explicit and implicit customer expectations and needs;
 - Gain in-depth knowledge of the market sector by bringing technological innovation;
 - Make any assessment based on objective evidence and in compliance with applicable rules and regulations.
- OBJECTIVES:** To give substance to the above, the Quality Management System was designed according to UNI EN ISO 9001:2015 to ensure the following objectives:
- Customer satisfaction orientation;
 - Compliance with applicable requirements;
 - Maintenance of the Quality Management System;
 - Adoption of the philosophy of continuous improvement;
 - Operate in a structured and systematic manner, in harmony among departments;
 - Achieve excellent performance through the recognition of Quality as a managerial guideline and with the commitment of Management and all Employees.
- TOOLS:** To achieve these goals, the management adopts the following tools:
- Sensibilization of all operational personnel, in accordance with their assigned duties and responsibilities, with their active and participatory involvement in the quality management system;
 - Planning of activities, setting measurable objectives for key processes, and controlling and monitoring them with communication to the organization of the achieved results;
 - Analysis of internal and external nonconformities and customer complaints.
- COMMITMENT:** Management, following periodic Quality Management System Reviews, establishes the best business strategies aimed at the continuous evolution of the primary objectives and its Quality Management System; plans the specific objectives and commitments of Quality Policy and resource allocation; and then promotes the diffusion of the decisions made to all personnel ensuring that they are understood, shared and implemented at all levels.
It is firmly believed that implementing this policy yields tangible benefits for both the Organization and its Clients, resulting in mutual satisfaction.

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