

Hi Tech Plus S.r.l. has decided to adopt a Quality Management System compliant with the ISO 9001: 2015 standard for the field of application "Hi-tech products commercializing, in the fields such as: research, medical, industrial and manufacturing sectors", strictly observing the principles on which the Certification is based, both from strategic and operational point of view.

By obtaining the Certification, the Company aims to guarantee the effective functioning of its processes and compliance with regulatory requirements.

The most important objectives of the Company are to obtain complete satisfaction of the needs and expectations of the Customer and of the market and the achievement and maintenance, through the offer of its products and services, of an excellent reputation in terms of Quality.

Hi Tech Plus S.r.l. is characterized by:

- **providing Customers with a quality product and service that complies with what is requested and managed in order to obtain the best results in terms of:**
 - ✓ availability and response capacity in the required time;
 - ✓ availability of competent technical staff;
 - ✓ availability of technical documentation and product certifications;
 - ✓ full flexibility to customer needs;
 - ✓ prompt management of non-conformities;
 - ✓ compliance with current regulations;
 - ✓ competitive prices;
 - ✓ guarantee of constancy and continuity;
- **continuous search for new solutions and products;**
- **high degree of professional experience and technical skills underlying operational management;**
- **establishing and maintaining a Quality Management System in order to obtain a prompt control of processes and an effective internal organization;**
- **using a monitoring and verification system, through the use of KPIs, in order to activate a process of continuous improvement according to ISO 9001: 2015 standard;**
- **analyzing and evaluating the risks associated with the Company, proposing solutions that are as aligned as possible with the reference legislation;**
- **a greater and greater involvement of the staff in the management of activities;**
- **improving professionalism at all levels of the Company.**

To pursue these objectives, **Hi Tech Plus S.r.l.** puts effort into:

- fully implementation of the laws, relevant regulations and other voluntary commitments;
- meeting the expectations of customers and all stakeholders;
- motivation and enhancement of the potential of human resources;
- consolidation of relationships with suppliers, sharing principles and policy;
- obtaining maximum customer satisfaction through the principles of professionalism, honesty and flexibility;
- maintenance of an effective Quality Management System that takes into account the requirements of the Standard in question, formulating objectives for continuous improvement of Quality services.

Hi Tech Plus S.r.l. Staff shares this philosophy in a profound, complete and participatory way, in the full conviction that only respecting these principles it is possible to establish a collaboration that is base on trust, respect and mutual satisfaction.