

THE QUALITY POLICY

The main objective of **DIMOTEK EOOD** is the complete satisfaction of the customers and other stakeholders needs and expectations as well as to achieve and maintain high quality standards of the products supplied.

The improvement of the Quality management system in all of its parts and its constant adaptation to the evolution of business and the regulatory scene that constitutes as a fundamental basis to allow the company to successfully pursue new goals on quality.

In a distinct way it focuses our attention on the customer, trying to anticipate expectations and needs.

DIMOTEK EOOD also guarantees the systematic monitoring of internal/external context analysis and risk and opportunities processes assesment.

For 2020 **DIMOTEK EOOD** decided to continue the activities related to the 3 Improvement Plans to the following topics:

- **Improve the methods for planning and delivering training to all company resources;**
- **Improvement methods analysis customer satisfaction;**
- **KPI – integrate further process performance indicator.**

The purpose of these plans and the actions initiated to achieve them (with time and responsibility) were decided upon by Management and by Quality Assurance during the quality management system re-examination meeting and communicated to all company supervisors through the distribution of the reiew minutes on date 19.06.2020.

With the present, in closing, it is renewed to Mr. GIAN MARIA PASSONI the responsibility of Quality Assurance, in order to ensure the continuity in the quality management system.

Dimovo 19.06.2020