

	Manual		ANNEX 1	Edition no. 05 Rev.03 dated 21/04/2025	
	Annex I QUALITY POLICY		Issued by ASQ	Approved by DIR	Page 1 of 1

Filmop was founded in the early 1970s as a company specialising in the manufacture of manual equipment for professional cleaning.

Today, it is a leading company in the cleaning sector and a trusted partner for thousands of professionals operating in this market, proud to promote the '**Made in Italy**' brand.

It exports worldwide with maximum speed, reliability and efficiency.

It is present on the American and French markets with a distribution branch.

It has a certified Quality Management System that guarantees products that comply with customer requirements, applicable regulations and the information provided in catalogues, on the website and in contractual documents.

It plans the continuous improvement of the quality of the system and its products according to the following strategic objectives:

- strong drive for innovation and research;
- maximum satisfaction of customers and other stakeholders;
- minimise defects in products and services;
- guarantee maximum customer support to handle any reports and complaints;
- fast order fulfilment with quick and punctual deliveries;
- promote mutually beneficial and transparent relationships with suppliers to ensure adequate standards of quality and efficiency;
- focus on "sustainability" in all its forms (see policies related to ESG issues and related product certifications)

Management is aware that in order to achieve these objectives, it is necessary to adopt a system of values that are known and shared by all members of the organisation, as well as the following organisational strategies:

- analyse the context in which you operate to mitigate risks and maximise opportunities;
- plan the system based on the context analysis;
- define sustainable standards for business processes and products, shared with stakeholders;
- define tasks and responsibilities and communicate them to stakeholders;
- ensure adequate skills of staff and collaborators through careful selection, continuous training and by providing suitable, comfortable and safe working environments;
- monitor processes and related indicators (KPIs);
- choose suitable and safe raw materials and semi-finished products, in full collaboration with suppliers;
- carefully select and monitor strategic suppliers.

Over the years, the improvement plans have proven to be appropriate for the organisation and have been implemented thanks to the constant commitment of all those involved and of the management.

Villa del Conte (PD), 21 April 2025

The Management.

