

ILCAR di Bugatti S.r.l. is committed to ensuring the highest level of responsiveness to the market and a continuous capacity for corporate evolution.

This goal is pursued through process management carried out by responsible and motivated personnel, operating in compliance with the ISO 9001 standard and all applicable regulations.

The **Quality Management System (QMS)** of ILCAR is structured in accordance with the requirements of **UNI EN ISO 9001:2015**, and is aimed at achieving the following objectives:

1. **Anticipate customer expectations**, with particular attention to the needs and interests of stakeholders.
2. **Promote ethics and innovation**, recognizing the key role each individual plays in daily activities, in line with a culture focused on sustainability and quality.
3. **Ensure the management of corporate risks and opportunities (Risk Management)** through the direct involvement of Top Management in their assessment and appropriate handling.
4. **Pursue continuous improvement**, both with respect to customer expectations and in the organizational management of the company team.
 - a) The **Quality Manager** supports Top Management in verifying, promoting, and disseminating the results of all improvement activities, ensuring consistency with corporate objectives and applicable standards.
5. **Involve the entire organization** through objective tools for process analysis, measurement, and management.
 - a) Implement regular **QMS reviews** and appropriate preventive, improvement, and/or corrective actions.
 - b) **Engage suppliers** in the QMS improvement process, consolidating collaborative and mutually beneficial relationships.
6. **Promote employee satisfaction** by achieving the objectives that mark the stages of continuous improvement:
 - a) The **active and collaborative involvement** of personnel is a key element for operational effectiveness and supports the harmony of undertaken actions.
 - b) **Create an adequate and safe working environment** where all employees can feel fulfilled and encouraged to grow professionally.

The **Quality Policy of ILCAR di Bugatti S.r.l.** represents the tool through which the company pursues improvement, aimed at satisfying Customers, Employees, Suppliers, and Ownership alike.

The objective is to be a **significant reference point** in the design and production of:

1. Cutlery for domestic and hospitality use
2. Small household appliances
3. Houseware and kitchen items
4. Thermal bottles

— creating a recognizable link between the corporate brand and the product, appreciated by industry professionals and end customers.

Top Management is committed to disseminating this Quality Policy throughout the organization and, at the same time, to promoting the engagement of all corporate levels in achieving the established objectives.

Policy issued following the 2024 Management Review

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Rev. 01

CEO
Bugatti Clemente

ILCAR di Bugatti S.r.l.
Società Unipersonale
del Gruppo LA SAN MARCO di
Francesco Bugatti & C. SAPA
Via Industriale 69
25065 LUMEZZANE BS
Tel. +39 030.892.80
Fax. +39 030.892.8250
Email. info@casabugatti.it
www.casabugatti.it

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