



KERN TUNNELTECHNIK SA

Attachment 1 al MQ

QUALITY POLICY

The Direction of **KERN TUNNELTECHNIK SA**, as responsible for the sharing and application of the Quality Management System, considers it essential to ensure continuity and success to the company's business initiatives and to achieve the satisfaction of all the involved parties. This is a mandatory condition to consolidate the company's brand on the market.

To achieve this primary objective, KERN TUNNELTECHNIK's policy considers to:

- ✓ *maintain the commitments undertaken with our customers by understanding and satisfying their expressed needs;*
- ✓ *comply in any activity with the applicable technical and standard requirements of the industry;*
- ✓ *minimize the costs to correct any error connected to the order by eliminating them through appropriate prevention activities;*
- ✓ *privilege operational flexibility, a characteristic that has always distinguished us, respecting the needs of each colleague or collaborator;*
- ✓ *optimize collaboration relationships with suppliers and partners in order to increase the Company's level of competitiveness on the market;*
- ✓ *offer the staff the complete and maximum availability in terms of the equipment and means required to achieve the highest product quality;*
- ✓ *ensure competence and reliability of the staff at all levels to ensure that the Company is trusted;*
- ✓ *motivate and train all staff on quality, ensuring equality, impartiality, continuity, participation and efficiency;*
- ✓ *improve internal efficiency, both by defining operating procedures for carrying out processes, and by the professional growth of its staff who are aware of operating and experiencing company growth;*
- ✓ *ensure that this "Quality Policy" is understood and acknowledged by all staff and parties involved, establishing from now on that Quality is a "working method".*

The COMPANY DIRECTION undertakes to take an active role in promoting and guiding all activities affecting quality and workers H&S, through the sharing at all levels of the concepts outlined here and check the results.

The starting point for the implementation of these policies has been identified in the following objectives:

- ✓ *keep constantly monitored the level of compliance of the Quality Management System with reference to the standard EN ISO 9001: 2015;*
- ✓ *promote and implement staff training programs at all levels in order to optimize the growth of people, considered as key resources for company development in the coming years;*
- ✓ *inform and openly deal with the bodies responsible for the activity control;*
- ✓ *allow public availability of the Company Policy.*

The Direction of **KERN Tunneltechnik SA** has established targets that involve all the main figures at various organizational levels. These defined and measurable targets are reported in the Management Review and they are in line with the Quality Policy and based on the continuous improvement of the organization.

Targets may include:

- *technical aspects (acquisition of new technical resources, acquisition of new professional skills, reduction of non-conformities, customer complaints, optimization of product installation, etc.);*
- *commercial aspects (sales volumes, turnover volumes, turnover per customer, turnover per order, etc.);*
- *organizational aspects (Management).*

In this regard, a series of indicators have been defined, which are monitored to define new improvement objectives during the Management Review.

Lugano-Paradiso, 01/12/2017

R. Kern
CEO