

The Management of New life S.r.l. consider **QUALITY** as a fundamental factor in the implementation of its corporate mission, consisting in:

DESIGN AND PRODUCTION OF WOODEN CHAIRS AND ARMCHAIRS

In implementing its processes, New Life S.r.l. pursues the improvement of products through the constant monitoring of results and enhancement of the professional component of one's own collaborators.

For the concrete implementation and monitoring of the aforementioned guidelines, the Management commits all Company collaborators in the systematic and correct application of the management system for Quality, maintained in a state of compliance and certified by an Independent Third Party, according to the standard UNI EN ISO 9001:2015.

As part of the above, the company management sets the following strategic objectives:

- **PERIODICALLY RENEW THE COLLECTIONS AND/OR THE PRODUCTS** (ALWAYS SEARCHING, BOTH IN THE DESIGN AND IN THE MATERIALS USED, POSITIONS IN LINE WITH CUSTOMER EXPECTATIONS AND MARKET TRENDS).
- **OPTIMIZE CUSTOMER SERVICE** (WITH PARTICULAR ATTENTION ON TIMELINESS AND FAIRNESS FOR THE HANDLING OF ANY COMPLAINTS).
- **OPTIMIZE PARTNERSHIPS WITH THE MAIN SUPPLIERS** (CONSIDERING THE CHARACTERISTICS AND COSTS OF THE SUPPLIES).
- **OPTIMIZE THE DEGREE OF INVOLVEMENT AND PARTICIPATION OF STAFF FOR THE ACHIEVEMENT OF THE COMPANY OBJECTIVES** (ALSO PROVIDING THE NECESSARY EXPERTISE AND AWARENESS IN THE SPECIFIC ROLES).
- **IMPROVE THE CAPACITY OF THE MAIN PROCESSES TO OBTAIN PLANNED RESULTS** (BY MONITORING AND THE SYSTEMATIC MEASURING OF DESIGN PERFORMANCES, PROCUREMENT AND WAREHOUSE MANAGEMENT OF RAW MATERIALS, SEMI-FINISHED PRODUCTS AND FINISHED PRODUCTS).

MGMT, also periodically verify the fairness between the general strategy of the Company and the guidelines described above. It defines the objectives for the period to be achieved in the various company areas, attributing the relative responsibilities, the necessary resources, the expected deadlines and the evaluation indicators.

The practical activation and effectiveness control of the Quality Management System was delegated by the corporate management to QMSM (Quality Management System Manager; see the Company Organization Chart) that operates within the Company without other hierarchical constraints.

The Quality Management System Manager (QMSM) has the responsibility and authority to:

- define, implement, apply and keep the Quality System updated in line with the operating procedures needs of the Company and with the standard of reference;
- ensure that the System is constantly applied and its effectiveness is periodically checked;
- promote with all Company collaborators, using the appropriate methods, the importance of focusing on the customer, also to achieve a general awareness of the other company objectives;
- maintain the integrity of the Quality Management System when planning and implementing changes to the System itself;
- collect and provide all the information and data useful for the periodic Company Management Review, to evaluate:
 - the effectiveness of the System,
 - the degree of achievement of the improvement programs activated and the opportunity to define new programs,
 - the adequacy of resources (people, infrastructure and work environment) with the support of PROD, RSPP and PERS (as far as they are specifically responsible).

In particular, each Company Representative is required to take action into:

- the constant application of the System,
- the implementation of improvement programs as defined above
- the reporting, via the QMSM, to the Company Management of any possible lack of resources and/or suggestions for possible improvements.

Similarly, each operator is required to the correct application of the requirements referred to him, with verification of compliance with the requirements and recommendations specified therein and with reporting to their own contact representative for any difficulty and/or impediment deriving from problems of organizational and/or instrumental nature.

Managing Director
Ondina Battisacco

