

**Total customer satisfaction** is a fundamental part of our company's philosophy and to fulfil this objective we provide products and services that fully comply with current technical standards and customers' expectations. All MATEST employees and collaborators are involved in the ongoing task of **improving** the processes that result in projects, products and services of ever-increasing quality. This can be achieved only through deep commitment that goes hand-in-hand with an efficient organization and careful attention to every aspect of the day-to-day challenges: all of us, whatever our position in the company, must strive to complete our daily tasks, above all in an effort to "getting things done quickly and well" so as to increase efficiency and market competitiveness.

This is one of the reasons why we consider an important instrument to our continual growth the application of a Quality Management System that complies with UNI EN ISO 9001:2015.

Risk Management is a fundamental part of DECISION PROCESS, to be understood as the logical path to putting the General Manager in a position to **make decisions based on a correct evaluation of the effects**, whether positive or negative, **of any events being considered**.

Risk management helps the General Manager and all their staff to reduce risk through **prevention** as an integral part of all processes involved in day-to-day activities inside the company.

Our programmes and future objectives include:

- Maintaining of **global leadership** by offering innovative, high-tech products to the international markets which requires investment in R&D with the aim of increasing the gap with emerging markets while reducing the gap with other leaders in the various product segments that are covered by the Matest range.
- Maintaining a **competitive advantage** on the global market based on production synergy which involves the optimization of production costs so as to offer competitive prices – this is guiding principle that has led to Matest's success.
- Ensuring that our range of products is kept up-to-date so we become the sole point of reference for clients (including both large and small distributors).
- Implementation of all the above three points combined is represented in our slogan, in synthesis: INNOVATIVE. GLOBAL. MANUFACTURER.
- Building upon the many years Matest has been in the industry in terms of accrued expertise, know-how and a world-wide reputation to support our objective which is to become "your partner in testing".
- Expanding into new markets** through specially-made cooperation and by carefully monitoring already consolidated relations.
- Sensitizing employees/customers to the usage of the web and IT technology as tools
- Implementing continuous training for employees as our company values a highly-skilled and competent staff.

**Management is committed to re-examining on a systematic basis the principles and objectives of our QA system as laid down herein to meet the needs and expectations of all our customers, end-users, employees, collaborators, shareholders and suppliers alike.**

It will be Management's precise undertaking to assist all company personnel in enhancing our Quality Management System.

Treviolo (BG), 19/05/2018

Management  
*Raia Maestroni*

MATEST S.p.A. Unipersonale

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