



Flos spa
Sole shareholder - Company
under management and
coordination of Flos B&B Italia
Group spa

Registered Office:
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Operational Headquarters:
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R.E.A. Brescia N. 144607
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QUALITY POLICY

Rev.01 date: 09/04/2024

Quality, technical skills, innovation and service are the main ways of competing on the market, and are fundamental aspects of the Flos corporate strategy

MISSION:

“To design and produce innovative lighting products that fully satisfy customer expectations and explicit and implicit requirements, thanks to the EXCELLENT quality of the products and services offered. The design and production of lighting equipment must systematically meet the requirements specified by the customer and applicable mandatory requirements”

In order to achieve this Mission, the company has established the following areas as a starting point:

- **Research and innovation in materials/processes/products**
- **Product reliability through increasingly stringent testing**
- **Customer satisfaction**
- **Definition and implementation of a quality management system in accordance with the requirements of the ISO 9001:2015 standard, with the aim of pursuing the continuous improvement in quality of the company's performance, and of the processes and services provided in line with customer needs and applicable regulatory requirements.**

For this purpose, the company carries out specific activities and actions regarding the following main points:

- Development and offering to the customer of innovative products from both a functional and design point of view, tailored to the different solutions required by the market.
- Development of relationships with partner companies to meet the innovation challenges defined in the Corporate Mission.
- Improvement in product quality by constantly monitoring complaints and repairs under warranty, the latter being an indicator of the reliability of our products.
- Systematic analysis of company costs in order to have sufficient elements to be able to offer competitive products with excellent value for money.
- Focus on satisfying customer requirements, and maximum care and clarity in meeting contractual commitments, clearly defining all the requirements that the Organisation must implement and satisfy.
- Focus on customer needs through the measurement and analysis of data related to satisfaction, with the correct interpretation of all these aspects setting the conditions to be able to offer processing/products/services that increasingly satisfy customer expectations.
- Focus on customer needs through the measurement and analysis of data related to satisfaction, with the correct interpretation of all these aspects setting the conditions to be able to offer processing/products/services that are increasingly in line with market expectations.
- Compliance with the contractual terms defined in the order confirmation; planning the job activities so as to speed up the delivery of the requested product to the customer while maintaining the high quality of the activities and processes carried out, and complying with applicable mandatory regulatory requirements. The ability to improve business performance will be measured by achieving the objectives set in the process policies and those set by management during periodic reviews.

The entire Organisation must pay the utmost attention in interpreting customer needs, measuring satisfaction and using this element so that the analysis and correct interpretation of the data lays the foundations for offering products and services that increasingly meet customer expectations.

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Flos Management understands that the contribution of every employee is critical to the achievement of the company's objectives, and so Management is committed to investing in training and education to create the right conditions for each employee to be able to carry out his or her activities independently and to be aware of how much their activities contribute and are important to achieving quality objectives.

The identified business objectives will be periodically monitored and shared with managers and employees in order to be able to react responsively in case of deviation, setting the conditions for achieving these objectives. In addition to the specific indicators that show to what extent the company policy is being adhered to, Management will be able to establish and quantify additional indicators during the quality system review. These indicators may be linked to specific market contexts or to specific and/or temporary business needs, and their measurement may lead to possible variations to the main indicators. The current indicators are listed in this document.

Flos Management formally commits to conducting a systematic and documented review of the quality system in order to ensure its continued adequacy and effectiveness in meeting the requirements of the reference standard and the objectives expressed in the company's quality policy. The review is an opportunity for the company to analyse any deviations of these indicators from the ideal values that the Organisation is aiming for and the actual objectives to be pursued during the year. The necessary staff and resources will be made available to enable the functions involved to work towards achieving the identified objectives.

The Quality Policy is available to all employees on company noticeboards and sent to interested parties on request by the Quality Manager or on web site.

Bernareggio (MB)

Management

