

Cantù, May the 17th, 2023

RIVA Industria Mobili S.p.A. intends to occupy a competitive position in the luxury furnishing sector through a competent, reliable company organisation and an increasingly comprehensive range of related products and services.

The Management of **RIVA Industria Mobili S.p.A.**, with the preparation of this document, intends to define the company Quality Policy, specifying the objectives and commitments deriving from it.

It is the firm intention of **RIVA Industria Mobili S.p.A.** to develop and follow this Quality Policy so that it is permeated and implemented at all company levels.

This Quality Policy represents the commitment on which this Quality Management System is based (UNI EN ISO 9001) and is expressed in the following guidelines

⇒ pursue the complete satisfaction of the parties involved in the company activity:

THE CUSTOMER	<i>through the quality of the products supplied enabling the retention and acquisition of new customers</i>
THE STAFF	<i>through involvement and targeted preparation, giving the opportunity to express individual potential and employment stability, also to improve communication, professionalism, and, above all, motivation and involvement</i>
THE SUPPLIERS	<i>through clear and fair relationships that are mutually beneficial</i>
THE OWNERSHIP	<i>through proper business profitability and awareness of the social role resulting from seriously conducted entrepreneurial activity</i>

⇒ *achieve continuous improvement of company processes, increasing the efficiency and added value of individual activities, by continuously maintaining a dynamic company Quality Management System consistent with the company management model defined in the UNI EN ISO 9001 regulation.*

⇒ *work in full compliance with current legislation*

⇒ *increase professionalism in the company through the adoption of increasingly targeted industrial methods*

Therefore, this policy expresses the company's strategy of focusing on the excellence of the products supplied and extreme competence in the field

In particular, the management of **RIVA Industria Mobili S.p.A.**, wishing to pursue the quality management system with continuity, intends to provide the Quality Manager with all the necessary resources for the achievement of present and future objectives.

The Management

