

# Quality Policy

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QUALITY POLICY - FTB\_QP

FTB INTERNATIONAL CORP

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### 1. Revision History

Revision	Date	Description of changes
IR	03-Apr-19	Initial Release
1	28-Jan-20	Management Review
2	14-Feb-24	Changed template

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## 2. Mission

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*“Present the Company as a serious and reliable partner, able to provide advice, products and services necessary for companies to achieve their goals”*

## 3. Quality Policy

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FTB International Corp. undertakes to satisfy and, wherever possible, to exceed Customer's expectations in all phases of the relationship: commercial, administrative, and technical.

- From a Commercial standpoint, FTB International Corp. aims to accurately identify the Customer's current and future needs and to offer the most suitable type of product/service from a technical and economic point of view, if necessary by adapting said services to its particular needs
- From an Administrative standpoint, FTB International Corp. is committed to maintaining maximum clarity in the relationship with customers; the contracts will be as simple as possible, and the relative conditions will be explained in detail to the customer; invoices will be transparent as well
- From an Administrative standpoint, FTB International Corp. will always supply a product compliant with the parameters set out in the contracts, with particular attention to the quality and safety of the products.
- Establish Quality relationship with Customers, Suppliers, and Consultants
- Implement a commercial policy that, with the contribution of the whole company, tune us with our customers by creating added value with them
- Provide services that meet explicit and implicit needs of our customers, and that help them achieve the goals they have set themselves
- Create a business context that allows those who work with us to find fulfillment of their expectations, allowing them to fully express their approaches, and to better develop their work
- Select qualified, and reliable suppliers to set up a partnership relationship with, that considers mutual ease
- Continuous Improvement
- Establish a company training program for all employees
- Meet Customer's needs and achieve their total satisfaction
- Comply with the conformity of products and services, also in terms of performance and punctuality of delivery

The Company's mission and quality policy details what FTB International Corp. wants to represent now and in the future, and also the guidelines and set of values that guide the entire organization.

Every employee is still responsible for carrying out the work of their competence in accordance with the Quality Policy and the Quality Improvement Plans

It is the intention of the Management to ensure that what is described in the Quality Manual is fully respected by each Department and Employee involved with the service's quality and that the actions to be taken are implemented and aimed at always ensuring control of the processes and performance of its systems, in accordance with the commitments made.

The General Management therefore proposes to:

- To increase the prevention activity in all areas, in order to decrease all the costs of non-quality, and the impact on the interested parties.
- To optimize management processes in order to increase the competitiveness of FTB International Corp., reduce waste and reduce risks.
- To optimize the decision-making processes in order to make them fast and supportive of the set objectives.
- To monitor customer satisfaction and performance through specific methods established in the Management Review.

The General Management has appointed Quality Assurance as responsible for verifying the correct application of the Company policy and processes: to achieve this, a Quality plan is prepared annually which defines the objectives of FTB International Corp. (Target & Quality Performance dashboards)