

The Management of **GONZAGARREDI Soc. Coop.** sets the following standards to be given top priority by the whole Company:

- 1) Product and service requirements provided for by legal and technical specifications or agreed upon with the customers shall be met.
- 2) Processes shall be monitored and plans for a continuous improvement of same shall be developed.
- 3) Any factors and procedures increasing customers' satisfaction shall be identified and monitored.
- 4) The necessary resources should be spent to increase customers' satisfaction and efficiency of processes.
- 5) Continuous improvement measures shall be discussed thoroughly during specially-organised meetings held by the different sectors of the Company.

In order to have above standards applied, Gonzagarredi has established the procedure "GAQG03 - Policy, targets and plans". In addition, a special plan has been developed to improve quality in all processes of the Company.

The document "GAQ1.2.1.1A – Quality Assurance Plan – List of Targets" sets the targets of the Quality Assurance Plan indicating their historical and expected values. A careful steady monitoring shall be carried out: the results actually achieved shall be measured at set intervals, any deviations from the set values analysed and corrective measures taken.

The Management of **GONZAGARREDI Soc. Coop.** expects anyone working for the Company to feel part of this continuous improvement activity, so that the Company can increase its capability of meeting its customers' requirements.

DATE OF APPROVAL
2005.01.03

THE MANAGEMENT
(signature)