

Palladio Group is a well-established and innovative multinational involved in the manufacturing of products - delivery of services, for both secondary and primary packaging, for pharmaceutical and cosmetic products. The Group has multiple plants and Affiliates located within the national territory and abroad.

Consistently with the results of the analysis on the frameworks in which it operates and in relation to its strategic and business orientation, is Palladio Group's policy:

- to enhance, in the logic of a sustainable and socially responsible development, everything that contributes to customer satisfaction and all other Interested Parties;
- to respond to the market's needs and expectations by providing products-services timely and in conformance to specified requirements, both expected and mandatory;
- to reach the established quality level by continuously optimizing its performance to make the requested product/service available;
- to comply, in all individual activities, to the regulations, standard's references and applicable legal requirements.

Palladio Group, in support of this policy, wanted the update of the Quality Management System with respect to the ISO 9001: 2015 and with the regulatory mandatory requirements applicable to the processes and to the products/services required. Palladio Group's management has therefore ordered the implementation of the updated Quality System Management by committing, through the participation of all staff, to continuously improve its effectiveness.

In order to ensure the achievement of expected results has also established the following goals:

- to identify, understand and communicate to all the corporate's human resources, involved on the base of their competence and role, the needs/expectations of the customer and of other Interested Parties;
- to make available the necessary human, financial and technological resources;
- to monitor/measure the performance of the Quality Management System processes;
- to consolidate and improve the collaboration/integration with customers and external suppliers;
- to maintain an internal collective commitment to Quality through training, information and involvement of all staff.

Chief Executive Officer

Dr. Mauro Marchi

