

The Management of World Work S.r.l. has implemented a Quality Management System (SGQ) in compliance with the UNI EN ISO 9001:2015 standard for the *Design and production of pre-dosed capsules of amalgam, alloys for dental amalgam and disposable cannulas for saliva ejectors.*

The main purpose of the SGQ is to:

- **guarantee the ability** to supply products and services that comply with Customer requirements and applicable laws and regulations;
- **increase Customer satisfaction** through application of the regulations and procedures defined by Management, including System improvement and respect of the requirements indicated above.

The World Work S.r.l. quality policy includes these principles:

- **quality products and services:** all the company processes must be directed towards the application of a quality system that is in line with the quality offered, and which also makes it possible to effectively answer Customer requests in terms of product quality, evasion and answer times, and maintain trust in World Work product conformity;
- **certainty of Customer requirements and assistance:** all the technical and contract requirements must be defined with the customer, assistance for possible improvement must be offered, and the customer must be involved in finding solutions to problems;
- **respect and sharing of the requirements:** product and service requirements must be communicated to all levels of the organisation structure and each level must commit itself to guaranteeing the Customer's demands and expectations, as well as those defined by World Work internally;
- **Customer orientation:** the company processes must be planned and implemented in such a manner as to always keep Customer requirements and expectations as their first input, and increased Customer satisfaction as their last – this approach must be implemented at all levels;
- **Flexibility and adaptation to the Customer's demands:** production organisation must be able to meet any possible changes in the Customer's demands through flexible management of the work programme;
- **risk based thinking:** the approach to risk management must be applied at all strategic, management and operative levels, and must be part of company culture;
- **professionalism and expertise:** the Organisation must guarantee the use of personnel that with expertise and skills, guaranteeing this requirement over time through suitable training and professional updating activities;
- **continuous improvement:** the company will constantly improve the company processes in order to increase its ability to supply services and products that comply with Customer requirements and increase Customer satisfaction using automated production and product control processes to guarantee process reliability and repeatability, and the quality of the finished product;
- **worker safety and respect of the environment are fundamental:** the Organisation will implement all the measures needed to guarantee compliance with laws on safety, health and the environment.

The policy expressed above is tangibly applied through the definition of specific measurable objectives and indicators, the availability of the necessary resources, and the behaviour of all the company personnel.

The quality objectives are defined yearly during Management re-examination and are communicated to all company levels.

The quality policy is periodically verified during management re-examination to ensure that it is suitable in the event of any changes of circumstance and knowledge. The quality policy is fixed to the notice board, and as such can be seen by all personnel.

Date	Issued and controlled by	Re-examined and approved by
16/04/2018	Quality Assurance Manager	Baldissera Daniela