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Quality is understood by the General Management as the ability to respond effectively to the needs and expectations of Customers, i.e. the ability to be the best Partner in the proposal and delivery of Solutions that support the business objectives of its Customers.

The General Management recognizes the vital importance assumed by the Quality Management system in relation to the stated objectives and how there is a tendency among competitors towards a greater integration between the systems supporting the implementation and the quality management systems, all this aimed at ever better technical and economic results.

The primary objective is the continuous improvement of the services provided to its Customers, pursued through a systematic monitoring and control activity of procedures, processes, methods, techniques and tools involved, training of personnel as necessary to govern the processes.

The fundamental strategy of the Company for achieving the best quality is collaboration with the Customer starting from the identification of the requirements.

The General Management of the Company considers the governance of the processes through control systems to be indispensable; also considers it essential to provide correct and timely information on qualitative situations that allow the removal of problems when they arise.

The General Management of the Company confirms that the specific objectives of all the corporate functions are:

- To provide continuous support to the Commercial Function so that the offers are always competitive and in line with market developments
- To have a logistics organization that guarantees the delivery of the products in the ways and times established by the contractual agreements
- To guarantee the quality and conformity of the product to the customer's requirements, including those referred to mandatory rules and regulations, through the control of the processes that GIGA TECH suppliers activate being certified.
- Ensure the identification and traceability of the Products, as necessary
- Have trained personnel both from a technical and communication point of view with the Customer
- Implement a system of metrics (Quality Indicators) that, through a systematic survey, allows to verify the ability of the company processes to provide the expected product and service.
- Empower the staff in the search for innovative and proactive solutions in order to improve the company's competitiveness

The General Management of Giga Tech S.r.l.

Alberto Mocchetti