



Eighteen Sound's top Management believes that sharing the basic principles of ISO 9001: 2015 in the development of the Quality Management System is the prerequisite for consolidating, through the Risk-Based Thinking, its leadership in the design, production and marketing of its products. The analysis of market expectations in its global trends has shown that there is room only for those who have the ability to innovate while remaining competitive. The high level of Quality required to meet increasing customer requirements can be achieved through a product and service delivery plan that involves all business processes, with particular focus on people in all corporate roles. A full engagement of personnel at each level of the Company will allow them to place their skills at the service of the Company.

Eighteen Sound believes that an ethical behavioural model led by the Management should be established and made available through the awareness of all employees regarding Quality aspects, defining appropriate roles and responsibilities.

High quality products and services, as well as continuous innovation and support, from product development to manufacturing, will increase brand perception in the market. Every company action is in accordance with laws, directives, applicable regulations and quality and safety requirements.

The Management believes that a Quality Management System monitored through measurable goals is the right tool for raising staff awareness to meet customer expectations (both internal and external) which at the same time continuously improves the efficiency of business processes.

The achievement of the target defined in the Continuous Improvement Plan provides all personnel with work satisfaction and is the result of the application of principles of good management. What we do and what we will do, must and will always be improved, first and better than others, if everyone has the required awareness and determination.

Eighteen Sound uses raw materials, components, production processes and the most appropriate management techniques to meet customer expectations. To this end, Suppliers are also involved in a growth process to obtain the necessary synergies for a successful outcome.

Eighteen Sound is acting diligently making everyone aware of the results expected from such a qualitative policy choice. The guide and the reference point is the **Quality System Manual**.

The Management formalizes the Quality Policy on this specific document, made visible to all Company employees. The Quality System Manual is updated during periodic Management Reviews in order to ascertain its suitability.

Reggio Emilia, March 2018

Chief Executive Officer
(Spapperi Francesco)