QUALITY POLICY

MISSION: Develop technologies, design and manufacture products to provide solutions that ensure the best sensory experience (in particular, the listening experience) in any environment, simply and effectively, with low energy impact, and guarantee their support and maintenance over time.

VISION: To become the global technology partner of reference – from power electronics to management software, from transducers to sound reinforcement systems – for complete audio solutions in the vertical markets of interest, leading the transition of the pro-audio industry towards a sustainable, connected and data-driven model.

VALUES: Continuous innovation, Sustainability (Green Audio), Quality and reliability, Italian technological excellence (Made in Italy), Customer centricity and People development are the core values of the Powersoft Group and guide all our projects.

STRATEGY: In defining its operational objectives, Powersoft S.p.A. takes into account the following strategic guidelines:

- Ensure maximum customer satisfaction, meeting their stated and implied expectations and needs;
- Gain in-depth knowledge of the market sector, bringing technological innovation;
- Base every assessment on objective evidence and in compliance with applicable standards and regulations;
- Evolve from a product supplier to a provider of complete solutions (hardware, software, cloud and services) that are reliable and supported over time;
- Integrate processes, products and services with K-Array, ensuring consistent levels of quality and after-sales service across the Group;
- Pursue energy efficiency and sustainability throughout the entire product life cycle (durability, repairability, recyclability);
- Ensure cybersecurity by design of products, software platforms and cloud services, in compliance with mandatory requirements;
- Oversee the supply chain to ensure product continuity, quality and competitiveness.

OBJECTIVES: To put the above into practice, the Quality Management System has been designed in accordance with UNI EN ISO 9001:2015, in order to achieve the following objectives:

- Focus on Customer satisfaction;
- Compliance with applicable requirements;
- Maintenance of the Quality Management System;
- Adoption of the continuous improvement philosophy;
- Operating in a structured and systematic way, in harmony across departments;
- Ensuring product reliability for continuous use in critical installations, and their support and maintenance over time;
- Developing people's skills through training and professional growth;

- Achieving excellent performance by recognising Quality as a management guideline, with the commitment of Management and all Employees.

TOOLS: To achieve these objectives, Top Management adopts the following tools:

- Raising awareness among all operational staff, in line with their assigned tasks and responsibilities, with their active and participatory involvement in the quality management system;
- Planning of activities, definition of measurable objectives for the key processes, and their control and monitoring, communicating the results achieved to the organisation;
- Assessment of risks and opportunities arising from the context and strategic direction;
- Collection and analysis of field data (connected products, remote diagnostics, service centres) and of the voice of the customer, also with the support of artificial intelligence tools;
- Analysis of internal and external nonconformities and Customer complaints.

COMMITMENT: During the periodic Reviews of the Quality Management System, Top Management establishes the best business strategies aimed at the continuous evolution of the primary objectives and of its Quality Management System, plans the specific objectives, the Quality Policy commitments and the allocation of resources, and promotes the dissemination of the decisions taken to all personnel, ensuring that they are understood, shared and implemented at all levels.
It is our firm belief that pursuing this policy brings concrete benefits to both the Organisation and its Customers, to the extent of satisfying both.
This Policy is consistent with the Mission, Vision and Strategic Plan of the Powersoft Group; it is communicated to all personnel, made available to interested parties, and reviewed during the Management Review and whenever the strategic direction is updated.

Luca Lastrucci
CEO - Chief Executive Officer

Marco Cati
Quality & After Sales Manager