

Quality Policy

Statement by the General Management

The attention of Milkline s.r.l. has always been aimed at the customer, his needs and the achievement of his satisfaction. For this reason, our efforts are aimed at:

**Research and create products and services that are increasingly closer
to the customer's needs for product quality and timeliness of delivery.**

To achieve this goal, Milkline has embarked on a path of renewal aimed at greater efficiency in the execution of processes, in order to obtain ever better results with a consequent increase and expansion of the business.

This renewal includes the maintenance and improvement of our quality management system, certified in compliance with the ISO9001: 2015 standard, which was a reason and an opportunity to review the flows and business processes as well as driving for an approach to Operations increasingly based on risk / opportunity assessment. The implementation of the new IT management system (SAP Business One) was also completed, which provided an additional opportunity to review and integrate the various business processes.

It is also essential to maintain high attention to issues related to environmental impact and safety in the use and manufacture of products, both for our collaborators and for our customers up to the end user.

To this end, Milkline pays particular attention in providing all the tools and information necessary to be able to operate in safety and with respect for the environment and is committed to compliance with the applicable mandatory requirements.

It is Milkline's objective to continue to follow this path of renewal also in the coming years, promoting and hoping for an ever greater involvement of the various stakeholders (partner companies, customers, suppliers and collaborators, business networks, credit institutions, etc.)

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General Director

Elio Frigerio

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