

Reasons behind the project

UMPI is a company that includes among its primary purposes the improvement of the quality of life in the public and private sphere.

This improvement entails the creation of a world where **progress and the environment** can walk together to encourage the development of eco-sustainable **technological solutions** capable of facing modernity while respecting **nature**.

UMPI was created precisely for these purposes:

- ▶ **to realize**, through the know-how and specialization of its activities, innovative **products** and technological **systems** aimed at **energy saving, environmental protection** and **safety**.
- ▶ **support** and make available to its partners and customers experience and professionalism in the development and realization of products and systems.
- ▶ **improve the quality of life** through research, design and implementation of advanced technological solutions of **public utility**.

For this reason, the general management has felt the need to adopt a more complete and methodical tool to guarantee efficient and correct business management that contributes, in a decisive way, to the quality of the products and services offered by adopting the **Management System for Quality and the Environment**, in accordance with the **UNI EN ISO 9001** and **UNI EN ISO 14001** standards.

Company structure and political definition of quality

The corporate structure provides, in addition to compliance with common principles and the achievement of general objectives, also the definition of specific operating lines, linked to the activity of individual company departments.

UMPI specializes in the creation, marketing and assistance of innovative solutions and systems aimed at energy saving, environmental protection, sustainable development, improving the quality of life in the public and private sphere.

In particular, the application of Power Line Technology has allowed **UMPI** to acquire considerable experience and to consolidate specific know-how in the production of systems that use this technology and which find application in the automation of buildings, in the remote management of outdoor lighting and in the development of services and applications for the Smart City, through the transformation of the lighting network into an "intelligent" network.

The search for a level of quality that determines the creation of products that comply with the technical specifications and expectations of customers, as well as the satisfaction of the other interested parties (company staff, partners, commercial and corporate partners, suppliers, etc.) has always been among the main business objectives.

For this purpose, the company provides for a commitment to the control and continuous improvement of its processes and to the quality of the products and services offered, to which all staff and collaborators are interested.

Objectives for quality and the environment

UMPI quality objectives are indicated below:

- ▶ **identify** the needs and expectations of the customer in order to achieve full satisfaction by respecting the agreed and / or implicit requirements
- ▶ **improve** the organization, production standards and / or methodologies in order to raise production efficiency levels and to reduce internal costs, making the best use of the resources destined for business management
- ▶ **improve** the quality and range of products and services offered
- ▶ **ensure** the pre and post-sales assistance provided to the customer, in order to satisfy requests and reduce intervention times
- ▶ **improve** respect for the environment: both internally, sensitizing the organization to increase all forms of elimination of waste and reduction; both outwards, thanks to the study and creation of innovative technological solutions aimed at reducing energy consumption and polluting emissions
- ▶ **promoting** the commitment to reduce pollution and prevent the environment
- ▶ **safeguard** corporate intellectual property (patents)
- ▶ **create** a relationship of collaboration and mutual benefit with suppliers, in order to improve, for both, the ability to create value
- ▶ **to promote** the assurance of effective, efficient and ethical compliance with environmental standards and requirements and with present (mandatory, contractual) and future requirements
- ▶ **identify** the present and future needs of the organization and the markets it serves and at the same time acquire market shares in the Smart City and Smart Building sectors
- ▶ **become** an Italian and European leader in the supply of remote control systems for external lighting
- ▶ **confront** the best players in the sector to identify improvement opportunities, establishing strategic partnerships with leading ICT companies

The management commits the entire organization to respect and achieve the objectives identified

Alongside these general objectives, the management fixes, periodically updates and reviews the specific objectives for each function / company department that has influence on the quality of the product / service provided to the Customer.

Note: detailed objectives and commitments (short / medium term), divided by company functions / areas, are reported in the documentation developed during the review of the Quality System.

Date 16/03/2021

The General Management

