

# CERTIFICATE

Management system as per  
**ISO 9001 : 2015**

In accordance with TÜV NORD CERT procedures, it is hereby certified that

**TUCANO URBANO S.r.l.**  
**Via della Liberazione, 10**  
**20068 Peschiera Borromeo (MI)**  
**Italy**

applies a management system in line with the above standard for the following scope

**Design, production management and sale of accessories,  
helmets and clothing for mobility on two wheels.**

Certificate Registration No. 44 100 17410025  
Audit Report No. 19919/2019

Valid from 30-03-2020  
Valid until 29-03-2023  
Initial Certification 30-03-2017



Certification Body  
at TÜV NORD CERT GmbH

Bologna, 30-03-2020

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH

Langemarckstraße 20

45141 Essen

[www.tuev-nord-cert.com](http://www.tuev-nord-cert.com)



Deutsche  
Akkreditierungsstelle  
D-ZM-12007-01-00



## QUALITY POLICY

The key factors determining the success of a company are primarily linked to its ability to identify and interpret market and client needs and in turn provide an offering which responds to these. Processes must also be managed in a way that promotes professional development, active staff participation and ongoing improvement.

**TUCANO URBANO's** strength lies in its unerring focus on the client and the way it is constantly improving the products it provides. As a result, the company has implemented a Quality Management System, based on an awareness that it needs to be increasingly competitive and in response to the context within which it operates. The main focuses of the system include:

- importance of the client both in analysing requests and during the supply of products;
- constant improvement of product quality;
- development of new products which satisfy potential client and/or market requests;
- prevention of any claims/returns from clients;
- promotion of a culture of quality at all levels of the organisation;
- constant improvement of process efficacy and efficiency;
- protection of the working environment and employee health and safety;
- attainment of economic results designed to make it possible to achieve our targets;
- compliance with all applicable regulations (particularly as regards the correct application of new regulations, law and/or ministerial decrees) and directives from company management.

**TUCANO URBANO** is therefore striving to:

- increase the number of clients with a consolidated quality system;
- act in full compliance with all regulations and laws in force applicable to the organisation's field of operation;
- pursue continuous improvement of results through the incorporation of UNI EN ISO 9001:2015 requirements into the manual, into procedures and into any operative instructions;
- boost client satisfaction through timely and constant analysis of any complaints/returns and data sent back by clients, in order to translate results achieved into improvement targets for the various processes;
- control product quality through systematic process monitoring and measuring activities (also in collaboration with clients);
- measure the performance of the Quality Management System via an analysis of data and information gathered through the organisation's feedback system;
- engage all staff and collaborators in ongoing training and awareness activities regarding the culture and the organisational and management techniques required to pursue continuous improvements to processes;
- set improvement targets in various company areas and monitor attainment of these.

In order to produce, develop and maintain a Quality Management System, the company's management commits to providing the entire organisation with adequate resources and assigning specific responsibilities, as well as undertaking prevention and control activities on organisational efficiency.

The Quality Policy is brought to the knowledge of all staff via a presentation by the company management and is displayed on the noticeboard. It is verified and updated by the management based on developments to relevant regulations and company activities during the Management Review. It is also made available to data subjects via publication on the website.

Peschiera Borromeo (MI), 1 December 2016

CEO