

	<b>QUALITY POLICY</b>	Revision 4	Date 07-25-2023
<b>EPSON COMO PRINTING TECHNOLOGIES SRL</b>			

Epson Como Printing Technologies (ECS) was born from the union of F.lli Robustelli and For.Tex, both located in Italy, in the Como textile district, in collaboration with Seiko Epson Corporation (SEC), a leading Japanese company in the Information Technologies sector.

Each company has brought its own skills of excellence: For.Tex specialization in the field of chemistry and dyes, F.lli Robustelli in the engineering of printing machines and SEC in printing technologies, helping to create a unique reality in the market of textile able to provide an integrated and complete printing solution. The experiences gained by For.Tex and Robustelli in the field of traditional and then digital printing, combined with SEC R&D in inkjet printing technology, offer Epson Como Printing Technologies the necessary expertise to fully understand the needs of the national and international market, and to position itself as a leader in the marketing and pre- and post-sales assistance of digital printers, inks, pre-treatments, thickeners, dyes and auxiliaries.

Epson Como Printing Technologies summarizes in the following points the strategies it intends to promote in pursuing continuous improvement:

- Make ECS a sustainability laboratory that can propose innovative solutions that can be decisive for the expansion of *Direct To Fabric* (DTF) on the global market
- The needs, problems and specificities of users are our challenge. This is where our design process takes its cue from to develop the technology needed to create a versatile production system; continuous dialogue with the customer is essential to focus R&D projects
- The satisfaction of the market will be expressed by the retention of existing customers and the acquisition of new ones;
- Understanding customer needs and expectations to meet them;
- The Textile Solution Center (TSC) is an important tool, as well as for customer assistance, for the verification and development of future projects on an industrial scale.
- Compliance with legislation and internal group regulations are the basis of market presence and organizational sustainability;
- The primary asset for a company are the people who work there. This is why the workplace must be welcoming and safe and professional qualification courses will be undertaken to strengthen motivation and achieve organizational flexibility that can transform sudden changes in the market into opportunities to be seized;
- An economically sustainable company cannot disregard a systematic control of cost management and exposure to customers;
- A necessary condition for business success is the selection of partners and suppliers who help in the development of products and services. Partners who must be at the forefront with regard to the applicable environmental standards and increasingly required by the market.

Daniela Guerci  
Managing Director

