

Okolab is committed to achieving **customer's satisfaction** by supplying customized, innovative, user-friendly, and reliable products. Okolab people play the main role in providing quality products and services thanks to **high customer focus, teamwork, continual innovation, and improvement.**

Okolab is dedicated to providing leading-edge solutions for **Live Cell Microscopy and In Vitro Fertilization applications.** The company takes pride in its customer-oriented approach, offering its know-how and the latest technologies to help customers achieve excellence in their area of research and activity. Okolab people are engaged in working closely with customers to better meet their current and future needs. Okolab always strives to deliver beyond expectations products and services that are trusted and preferred by the users. One of the top priorities is providing excellent pre-sale and post-sale assistance, offering a service that is precise, prompt, and flexible. Furthermore, the Okolab challenge is to ensure an easy installation and usability of the products.

Okolab never compromises on safety, compliance, and reliability of products. The company is committed to compliance with laws and regulations in all countries in which products and services are offered as well as with other voluntary requirements.

Okolab has implemented and maintains a **Quality Management System** to guarantee products' safety and performance. Okolab continuously works on the optimization of all processes and activities, taking into consideration the feedback received from external and internal parties.

BoD encourages engagement and participation of all global employees and stakeholders in achieving quality objectives. Customer satisfaction requires empowering everybody to actively improve the quality of products and services. BoD ensures that Quality Policy is communicated and understood by employees and interested stakeholders.

Quality Policy is documented and reviewed periodically during the Management Review.

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CEO - Luca Lanzaro

