



# Quality Policy

The Management is aware of the importance of continuous improvement, for the development of the company and of the quality of its product and of the service provided to Customers.

To this end, it has chosen to follow the principles of the UNI EN ISO 9001:2015 reference standard and to implement them through the Quality Policy and this Quality Management Manual, as tools for the governance of its Organisation.

On the basis of this conviction, the Management defines the Quality Policy and actively works in the drafting of improvement programs, defining objectives and allocating adequate human and material resources, constantly providing information on the improvements achieved.

The objectives and methods defined are listed below.

- Maintain and improve the application of its "Quality Management System" in compliance with the UNI EN ISO 9001:2015 standard
- Plan its QMS considering the most important and critical external and internal factors for its goals, as well as the needs and expectations of stakeholders. Analyse and consequently identify the risks and opportunities that must be addressed to:
  - a) ensure that the QMS is able to achieve the set objectives
  - b) prevent, or minimise, the negative effects
  - c) increase the desired effects
  - d) achieve improvement
- Improve its organisation to provide products and services that comply with customer requests in terms of quality, price and punctuality:
  - a. through precise periodic monitoring of the progress of customer orders whose problems and solutions are shared and pursued by all company personnel
  - b. through improvement of the qualification activities of the procedures and of the personnel assigned to special internal processes
- Improve the quality of service provided by pro-actively cooperating with customers:
  - a. providing assistance in meetings to verify the progress of orders and during acceptance tests attended
  - b. dedicating qualified internal and external resources for management of the technical, commercial and certification documentation required in the order
  - c. carrying out a timely examination of their reports, so that they are managed and solved by the competent internal and external personnel
- Promptly update all documents relating to occupational safety envisaged by the new Legislative Decree 81/2008.  
Consequently, update and increase personnel abilities and awareness through training and information  
Share the criteria adopted for occupational safety with customers and those visiting the company
- Continue to ensure the conformity of its products with national and international technical standards and Community Directives (CE mark), through commercial and design assessment processes. In this regard, below is a list of the certifications acquired concerning products and the System as improvements implemented over the last few years:
  - ASME "U" Stamp;
  - AD 2000-Merkblatt HP 0;
  - EN ISO3834-2;
  - PED module H (2014/68/EU).
- Consolidate the relationship of cooperation with its suppliers and contractors:
- constantly monitoring their performance, so that they increase their level of reliability, punctuality and economic competitiveness
- providing them with detailed instructions, through purchase orders, in order to ensure conformity of the goods and services purchased and, at the same time, prevent potential non-conformities
- Continue to manage the non-conformities found, both on products and on processes, implementing solution and corrective actions and systematically verifying their effectiveness
- Maintain and improve the planning of infrastructure, machinery and equipment maintenance, in order to prevent any potential malfunctions.

Segrate, 21 June 2017

The Management