

 STAMPAGGIO MATERIALI NON FERROSI		<b>POLITICA DELLA QUALITÀ</b>				Cod. Data. S52.01
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## QUALITY POLICY

DG firmly believes that to manage the Organization successfully the following are essential:

- a systemic, visible and comprehensible approach from all;
- determine the risk factors and the opportunities that have an impact on the QMS so that it may achieve the expected results;
- establish, maintain and use a quality management system (QMS), designed to continuously improve all activities, taking into account the analysis of the context and needs of the parties involved, which are: customers; the Organization, formed by associates, by the area manager and personnel; suppliers;
- apply the seven principles of quality management, described below and necessary for the achievement of the objectives:
  - ✓ **Customer focus.** Management on quality focuses primarily on satisfying customer requests and on exceeding expectations. Every aspect of the interaction with the customer provides an opportunity for creating greater value for the customer, contributing to the lasting success of the Organization.
  - ✓ **Leadership.** At all levels, leaders will establish unity of purpose and direction and create conditions in which people actively participate in achieving the objectives for the quality of the organization.
  - ✓ **Active participation of people.** Expert people, empowered and actively involved at all levels throughout the organization, are essential for increasing the organization's ability to create and deliver value.
  - ✓ **Process approach.** Increasingly effective, efficient, consistent and predictable results will be achieved when the activities are understood and managed as interrelated processes that act as a coherent system.
  - ✓ **Improvement.** Successful organizations are continually focused on improvements.
  - ✓ **Evidence-based decision-making process.** Decisions based on the analysis and evaluation of data and information most likely produce the desired results. Decision making can be complex and always involves an element of uncertainty. It is important to understand cause and effect relationships and potential involuntary consequences. The analysis of facts, evidence, and data lead to greater objectivity and confidence in the decision-making process.
  - ✓ **Relationship management.** For lasting success, organizations must manage their relationships with relevant stakeholders, such as suppliers.

The QMS of the Organization is the necessary instrument for guaranteeing the achievement of the objectives of Quality. It describes and defines the *Organization*, the *resources*, the *responsibilities*, the *procedures*, the *norms*, and the *applicable technical rules*.

DG favors the application, improvement, and development of the QMS and works to ensure that the principles of total quality management are divulged, understood and shared by all employees and collaborators of the Organization. Therefore, the personnel will be required to respect, for the activities within their competence, the requirements of the Quality Manual (MQ) and documentation related to it.

The commitments of the Quality Policy of DG are translated into an OBJECTIVE PLAN, which contains measurable objectives and which DG intends on achieving, providing the necessary resources and support to all those involved.

DG will periodically review the adequacy of the QMS, the quality policy, objectives and indicators, intervening where opportunities for improvement may emerge.

**General Management**  
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