

FERROCAM S.r.l.	QUALITY POLICY		Ed. 1 - Rev. 1 Date: 12/07/2023
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The Company Management is committed to implementing a policy that focuses on the full satisfaction of the expectations of those who are directly or indirectly part of the activity cycle carried out (Customers, Employees, Suppliers) and gives all areas the mandate to continuously and systematically improve the quality of the product/service offered.

The Quality Management System regulates the processes carried out within the company in a planned, documented manner aimed at achieving the following purposes:

- risk management aimed at eliminating or mitigating them;
- the satisfaction of Customer's needs through the achievement of a high level of reliability and quality of the realizations, in full compliance with the explicit and implicit requests of the Customers themselves and the mandatory requirements;
- the implementation of continuous improvement in the solution of commercial problems highlighted through Customer's complaints;
- the search for products that are always innovative and flexible in order to satisfy even the non-standard Customers' requests and respond to their problems in the best possible way;
- the improvement and monitoring of planning activities to ensure compliance with delivery times and the optimization of construction times;
- the continuous improvement of its processes through their analysis and the optimization of the management of infrastructural, information, and human resources;
- the adaptation of the company organization to the solicitations and evolution of needs encountered internally or reported from outside.

The development of this Quality Policy is based on the definition and verification of the state of achievement of the objectives set, on the diffusion, understanding, and implementation of this Policy within the entire company, and the periodic verification of its adequacy and effectiveness.

For this purpose, each function is committed to:

- ensuring the systematic adoption of system documentation;
- training staff in specific skills in order to improve their professionalism;
- rationalizing the organization, the work phases, and the flow of information;
- planning their respective activities in accordance with the concept that, internally, each function is a customer and supplier of other functions that are respectively "upstream" and "downstream" of it.

The main objective that the company intends to achieve through the application of the Quality Management System is to meet the Customers' needs through the ability to identify and manage the critical points of all its processes, in full compliance with the mandatory and typical quality requirements.

The Management
