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## QUALITY POLICY

GM firmly believes that, in order to successfully manage the Company, the following features are essential:

- A systemic approach, visible and understandable to everyone;
- To determine the risk factors and opportunities that affect the QMS, so that it can achieve the expected results;
- To establish, maintain and use a Quality Management System (QMS) developed to continuously improve all activities, considering the Company's context (internal and external) and the needs of all stakeholders: customers; the Company, formed by its associates, executives and employees; suppliers;
- To apply the quality management's principles described below, essential for the achievement of objectives:
- ✓ **Customer oriented Company.** The Company depends on its customers and ought to understand their present future demands; it also must meet the requirements and aim to exceed customers' expectations.
- ✓ **Leadership.** Executives should establish unity of purpose and intentions within the Company. They create such an internal environment so that employees are fully involved in pursuing the Company's objectives.
- ✓ **Involvement of employees.** Staff of all levels make for the essence of the Company, and their full involvement enables to put their skills at the Company's service.
- ✓ **Process-based approach.** The desired result is obtained more efficiently when resources and activities are managed as a process.
- ✓ **Systematic approach to management.** The Company's effectiveness and efficiency are achieved by identifying, understanding and managing a system of interconnected processes, aimed at achieving the objectives previously established.
- ✓ **Continuous improvement.** Constant improvement must be one of the Company's permanent goals.
- ✓ **Facts-based approach.** The decisions' effectiveness should be based on the analysis of data and information.
- ✓ **Mutually beneficial relationships with suppliers.** A mutually beneficial relationship ensures that the supplier's ability to create value grows with the Company's.

The Company's QMS is the necessary instrument to ensure the achievement of Quality objectives. It describes and defines the organization, resources, responsibilities, procedures, regulations and relevant technical standards.

GM promotes the implementation, improvement and development of the QMS and strives to ensure that the principles of quality management are spread, understood and shared by all employees and associates of the Company. Therefore, staff are required to comply with the requirements of the Quality Manual (QM) and related documentation, for the activities under their responsibility.

GM's Quality Policy commitments are translated into a STRUCTURAL PLAN, which contains measurable objectives that GM is committed to achieve, providing employees in charge with the necessary resources and support.

GM nominates the Quality Manager, who is empowered with the responsibility and authority for the QMS management and periodically reviews the adequacy of the QMS, objectives and indicators, taking advantage of opportunities for improvement.

The General Management  
*Luciano Rampinelli*  
*Bruno Rampinelli*