

## **QUALITY POLICY**

In an increasingly knowledgeable and competent market, quality is one of the main factors underlying a company's competitiveness; thus, every person performing activities that may influence the quality of the product must be aware that

### **quality is competitiveness**

and that, therefore, it ensures the continuity of the company and of all our work. The quality of our products and of the service we offer is, therefore, essential for the success of SADAM and is the key for achieving our company's main objective:

### **Customer satisfaction.**

SADAM staff are required to contribute to this goal, each according to his or her skills, undertaking, in their work, to research, propose, and activate solutions and means to continuously and effectively improve company quality.

Our company's strategic objective is to develop an organisation that ranks itself among the leading companies in the sector and is able to produce excellence, since only excellent companies can develop and maintain success over time.

We propose, therefore, to:

1. **Q**ualify as our Customer's partner, completely satisfying their expectations relating to the product, price, and service offered;
2. **U**se our suppliers as well as possible, cultivating reciprocal knowledge and creating an environment of trust, with the aim of establishing long-term, collaborative relationships that are mutually satisfying;
3. **A**nalyse and understand the context in which the company operates and effectively manage compliance with national laws and regulations regarding contracts, quality, safety, and respect for the environment, activating effective communication with all the organisations and parties concerned;
4. **L**abour to constantly improve company earnings through suitable cost controls and efficient work processes;
5. **I**nstitute and define quality objectives and establish annual plans for re-examining their state of implementation and effectiveness;
6. **T**end, always, to continuously improving quality, both actual and perceived, of products/services, developing, monitoring company processes and analysing risks and opportunities, through technological improvement and work methods suitable for continuous research and innovation, with special attention for sustainable activities;
7. **Y**ield a work environment that enables collaborators to contribute, with satisfaction, to achieving company goals and profitably developing their own professional skills.

This policy will be re-examined at least once a year, during the management meeting, in order to ascertain its appropriateness and suitability.

Pertusio, 13 April 2017

**THE MANAGEMENT**