

For S.I.G.E.A. S.p.A.'s Management, the adoption of a Quality Management System in line with the requirements of the UNI EN ISO 9001:2015 standard is an essential choice. It allows combining corporate growth with high standards of quality and efficiency in the products and services offered to customers, while ensuring compliance with all requirements from stakeholders and applicable regulations in our context. It also ensures the protection of workers' health and safety, as well as the development of skills and professional growth for all staff members.

Quality should be understood as a corporate value shared responsibly by everyone, and the tools provided by the Management System should be seen as support for improving one's work.

In this perspective, the Management has made the strategic choice to give utmost attention to the needs of customers and stakeholders. This involves ensuring an understanding of their needs and continuously monitoring internal products and processes to improve their performance, as measured through identified performance indicators.

Customer dedication, in the broadest sense, is a fundamental value of this policy, along with professional excellence, reliability of products and services, transparency, fairness, innovation, and creativity.

These values translate into precise commitments and objectives imposed by the Management, expressing the need to ensure the evolution of products and services offered to customers while maintaining the high level of reliability and quality standards achieved and consolidated over the years by S.I.G.E.A. S.p.A. products.

In particular, the Management intends to share certain specific objectives with all employees:

- The total annual compound waste, which includes internal waste and customer returns, will be subject to annual targets and should be limited to 2% of production.
- Machine downtime hours should be minimized, and productive efficiency should be increased by maximizing the performance and effectiveness of preventive maintenance of plants and equipment.
- Suppliers must meet high quality and economic standards to ensure the full reliability of our company's orders.

These objectives, along with others planned annually, can only be achieved by considering everyone as active participants in the company's goals and each individual being responsible for their honest work.

It is necessary to demonstrate availability and effectively manage customer requests, utilizing all the necessary tools to expand the number of those who rely on S.I.G.E.A. S.p.A. for their needs.

S.I.G.E.A. S.p.A. Management has direct responsibility for the Quality Management System and is committed to periodically setting concrete and achievable objectives for different company functions, providing all necessary resources to achieve them. The achievement of these objectives is verified through the review of the System.

Every person operating within S.I.G.E.A. S.p.A. is called to actively participate in the commitment derived from this policy. The awareness and sense of responsibility of each individual must always be fueled by the certainty of constant optimization of their performance

Avigliana, 24/01/2018

The Management

