



Quality policy

Attachment 4 – M.Q.

Date Dec. 2017

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SPD SpA has always been committed to pursuing and achieving the company's prosperity, to satisfying the customer's needs, as well as to involving the employees, which are the three main premises for constant improvement, healthy growth and steady profit.

Furthermore, during the stages concerning product design, development and manufacturing, SPD strongly aims at always guaranteeing a safe and reliable work environment for the protection of the personnel's wellbeing, thus avoiding any damage to the corporate assets and pollution both of the environment and of the community within the production site.

The objectives set for the three-year period 2018-2020 mainly consist of:

1. Satisfying the customer's needs with prompt quotations and on-time deliveries;
2. Increasing the portfolio of both Italian and foreign customers;
3. Optimizing the company's general expenses;
4. Optimizing the suppliers' delivery times;
5. Increasing both turnover and market shares

To achieve these goals and in compliance with the previously expressed philosophy, it is necessary that all employees operate and strive for the continuous improvement of the processes falling under their competence, by supporting and spurring the growth of the Management System, so as to apply every possible solution fostering the performance increase in terms of efficiency and effectiveness.

On this basis, the General Management guarantees:

- Customer orientation by satisfying their expectations as far as quality, price and delivery punctuality are concerned.
- Our partners' involvement (suppliers and subcontractors, etc.) for a common awareness raising.
- Reliability and safety of our products during their whole life-cycle.
- Compliance with contract requirements, laws and regulations.
- Constantly open and constructive relationship with Public Administration bodies, the surrounding community and our customers.
- Risk prevention in order to avoid any accidental damages, workplace injuries, and occupational illnesses.
- Performance measurement and suitability check of the Management System.

Furthermore, the Management endeavours to:

- Actively involve both managers and employees in the business program.
- Promote the communication.
- Develop the necessary training procedures.
- Make sure that impacts on Quality, Environment, and Safety are always taken into account during all business activities.

In order to assure both System coherence and compliance, the Management entrusts all executives within the organizational chart with the accomplishment of the following tasks:

- Ensuring the process compliance with the Management System, its related procedures, as well as with the contract and mandatory requirements.
- Providing for any inspection, surveillance, and verification regarding the System implementation.
- Spotting the areas of improvement, by suggesting the necessary steps to be taken.

Caravaggio, December 2017

CEO

Roberto Pola