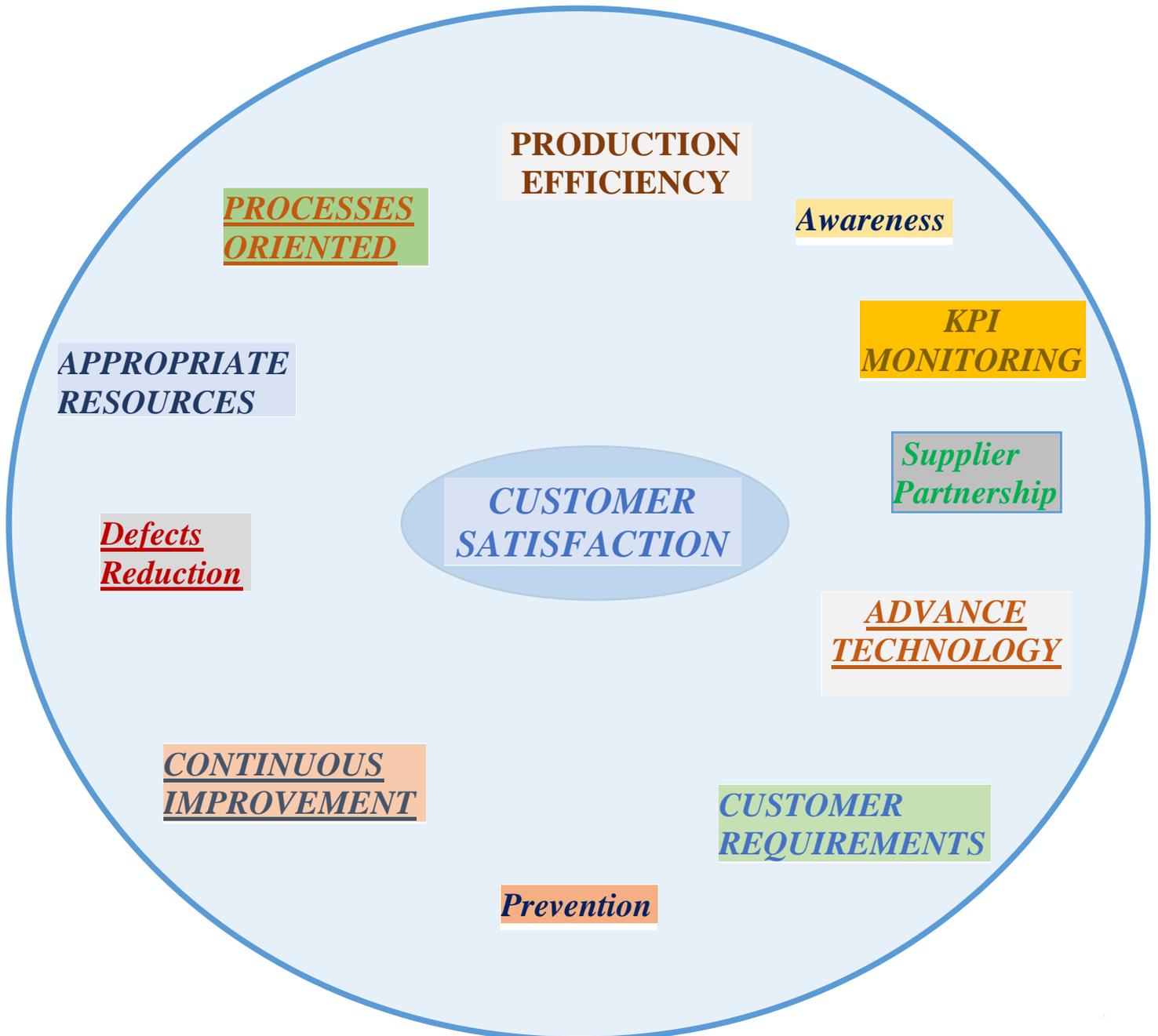




# Quality Policy

## N.I.R.A. S.p.A.



Rev.2 del 30/09/2019



The main scope of N.I.R.A. group is and has always been full customer satisfaction through the supply of products and services compliant with their needs and the ones of its Employees and Stakeholders.

The Management Board of N.I.R.A. believes that the adoption of a Quality Management System in compliance with the norm ISO 9001:2015 and IATF 16949:2016, is an essential instrument to achieve its own objectives and put into effect the following principles:

- ❖ Operate through a process management approach;
- ❖ Improve the organization through the definition of responsibilities and authorities to guarantee the effectiveness of its processes;
- ❖ Ensure the necessary resources to guarantee the maintenance of an efficient quality system and the appropriate management of the related processes, the control of which must be carried out through appropriate indicators and a constant assessment;
- ❖ Satisfy the needs and the requirements (both explicit and implicit) demanded by the Customer with respect to the compliance of the products, the costs, the on-time deliveries, the compliance of the technical specifications and of all the other aspects that may impact on its satisfaction;
- ❖ Guarantee to the Customer the best possible level of assistance (with a pro-active approach), in terms of technical support (even on site), development of products, resolution of complaints and of problems eventually encountered;
- ❖ Promote a cooperative relationship with the Suppliers favouring a “partnership” oriented at reaching mutual benefit and the maximum quality level of the supplies;
- ❖ Favour the awareness, the update, the training and the accountability of its own personnel at each company level;
- ❖ Increase the economic competitiveness by reviewing the production process and/or implementing new technologies to constantly reach and improve the quality level required by the Customers;
- ❖ Constantly improve the productive efficiency by using, at the maximum performance level, each available resource for running the company activities;
- ❖ Minimize the “Non-Quality” Costs by preventing product defects and the risks (for the Customer, the environment and the safety) related to non-compliant products;
- ❖ Ensure the continuous improvement of the business performance in the economic, productive, commercial and technological field.



The Management Board of N.I.R.A. Group believes that the principles established in the current Policy are achievable only through the active participation of all the personnel.

Villongo, 30/09/2019

AMMINISTRATORE DELEGATO N.I.R.A. S.p.A.

*Claudio Sora*