

Quality policy

With this document and in line with:

- the general guidelines and strategies of the company, which operates in the textile industry for the design and production of hydroextractors, dryers and automatic systems, in the boiler sector for the design and production of pressure equipment in general such as tanks, heat exchangers, columns, valves, etc. and in the chemical, petrochemical and pharmaceutical industries;
- the needs and expectations of its customers and stakeholders

Dettin S.p.A. is committed to providing the necessary resources to:

- meet the requirements of the quality management system in accordance with UNI EN ISO 9001:2015 and the requirements applicable to the context in which it operates (mandatory and stakeholder requirements);
- work towards the continual improvement of the effectiveness of the quality management system;
- use the concepts of risk analysis to make the appropriate decisions on the management system and products.

In the table below, the Management sets out the general guidelines and objectives of the organization with regard to quality, stating the commitments undertaken for each objective.

The continuous adequacy of the quality policy is assessed by the Management at each review of the system or when significant changes occur that require its revision.

The quality policy is disseminated throughout the organisation, in particular through the following channels:

- distribution of the quality management system manual;
- display of this Annex on notice boards for the use of staff and on sight also of visitors;
- its dissemination during periodic meetings organized by the General Management and the quality manager, reaffirming the importance of the commitment of all.

OBJECTIVE	COMMITMENTS
▪ Customer centricity and growth in customer satisfaction.	▪ Supply products that comply with current legislation, in particular with the "PED directive and Machinery directive" and with the reference technical standards; ▪ Provide products and services increasingly suitable to customer needs;
▪ Continual improvement	▪ Increase company efficiency by implementing and maintaining a quality management system certified according to UNI EN ISO 9001:2015. ▪ Use KPIs as a performance system for processes and set targets for improvement over time.
▪ Product/Process Improvement	▪ Update products based on applicable regulatory updates. ▪ Improve productivity by reducing nonconformities in processes and products. ▪ Develop the management processes linked to the modern concepts of lean production and Industry 4.0.
▪ Staff involvement ▪ Resource improvement	▪ Ensure continuous staff training. ▪ Involve staff in meetings to share objectives and results. ▪ Provide the right equipment for the different types of work and ensure their maintenance. ▪ Ensure an optimal working environment by providing resources and ensuring legislative requirements in the field of occupational health and safety.
▪ Relationship with Suppliers	▪ Select reliable suppliers with whom to establish a relationship of mutual cooperation. ▪ Consider suppliers an integral part of the quality management system by promoting valid opportunities for growth from a quality perspective.
▪ In order to monitor quality objectives, the General Management has defined which quality indicators may be considered appropriate and measurable, in order to verify whether the intermediate objectives have been achieved or not. ▪ These indicators are evaluated on the occasion of the system review, in which those considered most significant for the period to be analysed are chosen, reserving the right to replace some or add others that are more significant to the company's needs.	

- The quality policy is available to relevant stakeholders, to the extent appropriate, through the company's website www.dettin.it