

QUALITY POLICY

With the implementation of a documented Quality Management System, RAFFINERIA METALLI RIBOLDI S.r.l. makes a commitment through which it aims to ensure the quality of the services it offers in order to meet customer expectations and consolidate the image achieved in its sector.

The Quality System defines, in a systematic, planned and documented manner, the organizational and technical activities adopted by the organization. These arrangements are aimed at achieving the following purposes:

- operate by ensuring constant improvement in the level of product reliability and process efficiency in particular through:
 - improved organization and scheduling of work;
 - efficient management of the procurement process of materials and services;
 - the maintenance of a control system designed to constantly monitor all work activities and the final characteristics of the product using statistical techniques where necessary;
- continuously monitor management-related risks in compliance with stakeholder requirements;
- ensuring leadership at all levels of the organization and providing stakeholders with appropriate resources in order to ensure continuous improvement;
- complying with applicable laws, rules and regulations in order to achieve Customer satisfaction;
- acquiring new Customers, adapting to new levels of quality and efficiency found in the industry in order to ensure continuous growth;
- increasing its professionalism, improving its image to the outside world by obtaining credibility in the market, which can also be demonstrated through certification;
- assure the Client that the required service/product quality is achieved and will be maintained;
- coordinate all activities that influence the quality of performance.

To this end, management shall:

- ensure that the Quality Policy is supported at all levels of the Company's organization;
- provide the Quality Manager with the authority and resources necessary for constant control/monitoring of the execution of the Quality System implementation process and subsequent improvements;
- provide the necessary resources to achieve the objectives, both in economic and organizational terms;
- encourage the continuous improvement of the individual capabilities of each employee, with active participation in training activities and technical discussions among the employees themselves, so that the capabilities of employees become corporate assets.

Quality objectives are achieved only with the cooperation of all company resources, pursuing consistency between those of each area and the global ones.

Continuous improvement can be achieved through:

- the efficient and effective management of the organization, professionalism and culture,
- the reduction of nonconformities, defects and the reduction of costs.