

Osimo, 3 June 2019

The Company Management of SIVA S.r.l. considers Quality as a strategic instrument for the achievement of excellence. This is an objective to be pursued in all the activities of the organization, a method of risk prevention, and a system of involvement of both internal and external collaborators. The aim is to create, develop and spread to all levels a culture of Quality, focused on customer satisfaction.

For this reason, the Company Management of SIVA S.r.l. wants to pursue an advanced Quality management, through an adequate organizational structure and an excellent organization of resources by carrying out a risk assessment in order to identify the areas and processes on which focusing the improvement.

This implies from the top of the Organization the availability of the necessary human and technological resources and everybody's involvement for the improvement of the quality of the product / service offered.

The following points summarize the strategy stated by the Company Management, so that every level of the company can understand and implement the Quality policy:

- The basic aim is the **greatest satisfaction of customers**. It has to be pursued by paying **attention to the context** in which the Company operates and to the **needs / expectations of all stakeholders**;
- The effort of the whole organization must be undertaken in the search for a **continuous improvement** of the performance of the Quality management system, of processes and products, in a **constant fight against waste using a proactive logic. Everybody is responsible for the continuous improvement, and the elimination of waste (muda) must never be postponed**;
- **The 5S methodology** must be **applied at all levels, with the utmost care and accuracy**, as it is the foundation of the continuous improvement;
- **Occupational Safety and Health** must be **preserved and improved at all levels**, as they are the foundation of the Company's activity;
- Personnel **training** is considered a strategic activity and must involve all company levels, as essential **conditions for increasing skills and awareness**;
- In order to obtain what above mentioned, it is necessary a total involvement of the whole personnel, who must act as a **true Team**, enhancing **inter-functional communication** and **information exchange**;
- The Company Management annually defines the areas of intervention for the improvement of Quality for each business process, establishing the related aims.

The Company Management has also planned a constant and periodic monitoring of the correct application of the management procedures through internal audits and specific reviews.

The efficiency and effectiveness of the processes will be monitored and kept under constant control through the systematic analysis of Quality data and their performance.

The General Management