

Operative Procedure

Procedura Operativa



Subject Quality Policy	Ref. No. OP 1653	Vers. 5.0	Page 1 / 1
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Company Quality Policy describes the actions of the Management to ensure proper management of the Quality system and ensures that the objectives and commitments expressed in policy are understood and implemented. When defining the Company Strategy, the management evaluates the relevance and adequacy of the policy and if necessary revises it by putting in place all the necessary activities through the continuous improvement projects such as prime performance.

The Quality policy of Alfa Laval is applicable to sites of Monza, Genova and Athens. The Management through this policy wants to **ensure continuous improvement** of the systems to better achieve the goals and commitments set out in the policy.

Management is aware that the prerequisite for success is the **affinity with and satisfaction of internal and external** customers. The primary objective for the achievement of this success is **the continuous improvement of production processes, sales processes, products, services and resources**. This requires the involvement of all the company's resources through systematic and planned activities for Quality.

MAIN TARGETS

The Quality that the customer perceives is the set of characteristics of the product and the service provided. For this reason, it is necessary to ensure:

- the reliability of the product, seen as safety for the user and service continuity;
- suitability for use and compliance with product specifications;
- professionalism and growth of all personnel involved in the activities of customer service, pre-sales and assistance;
- conformity to Corporate Governance policies and to local legal requirements.

GUIDELINES

The guidelines for achieving the above objectives are:

- **People development** and the **culture of empowerment and entrepreneurship** (“*it’s all about us*”), needed to change the way we lead the relationships with colleagues, partners and customers and to ensure the continuous updating of skills and information on the requirements of quality.
- **Speed**: make the difference reducing the time in everything we do, whether it is speed to market, speed to adopt new technologies or speed to meet customers’ requests
- **Innovation**: fostering an innovation culture is key to success, changing the way of doing business by looking at new trends, new technologies and new instruments, in order to obtain the continuous improvement and be perceived as innovators
- **Customer experience**: getting closer and ready to satisfy customers’ needs, in order to make them live a truly unique experience, through the improvement of products, of the service provided and of the work of all of us.

For this reason:

- **Management** will ensure that this policy is effectively implemented throughout the company; will support the managers in each sector by making them aware of their specific responsibilities.
- **Managers** will ensure that what is defined and planned for the quality is consistently implemented. They would ensure that the behavior of all the people in their area of expertise is in accordance with principles established by this Policy.