



QUALITY POLICY

A. Benevenuta & C. S.p.A. is committed to implementing a Quality Policy aimed at Customer Satisfaction and company development.

The fundamental objective of the company is the understanding and satisfaction of Customer needs. This is pursued by analyzing internal and external contexts with interested parties, evaluating the relative risk factor and mitigating its value in case of high severity and probability with specific improvement actions.

It has therefore decided to apply an organized Quality System to raise its operating standard through the interaction of all company processes, with the aim of continuous improvement.

GUIDELINES

The objective of Customer satisfaction is pursued through:

- Proposal of reliable solutions during the project development phase, with shared technical and economical targets, and by rigorously implementing the development process
- Design of reliable and competitive processes during the production launch phase
- Strict monitoring of own and subcontracted production processes during the product lifecycle, in sight of high and constant level of quality and service, as well as pursuing a continuous improvement of products and processes.

The Company wants to undertake a path of continuous process improvement where:

- *Safety of its employees is a core value*
- *Voice-of-the-customer must reach all levels*
- *Leaders are passionate about standards*
- *No waste can be accepted*
- *Methods must be applied with rigor and perseverance*
- *All out-of-spec conditions must be made visible*
- *People involvement is the change engine*

This is the only way for the company to secure a solid position in the market, that guarantees a long-lasting relationship with current Customers and an expansion of the business towards new Customers, being this a necessary condition for the development of the company, for the satisfaction of those who work in it and for those who provide it with the financial means to operate.

A. Benevenuta & C. SpA – General Manager

09/01/2028

Date	Change	Description	Revision
09/01/2018	Emission		1