

	<h1>QUALITY POLICY</h1>	Rev. 02
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SB SETEC Management defines Quality Policy that sets out objectives and commitments, based on Company's strategies, towards the clients, the market, the Property and the employees of the company itself, so that the Quality Management System performances are implemented, maintained and improved, complying with legal requirements and applicable mandatory requirements.

Quality Management System - as described and defined in this document - must allow compliance with the commitments assumed by the Company.

For this reason, the Management deems decisive the participation of all personnel in the implementation of the Quality Management System, in order to achieve the full client's satisfaction and the strengthening of the Company in the market in which it operates.

QUALITY DECALOGUE

The objective of SB SETEC is to regularly provide products and services which satisfy Client's requirements also taking into account all applicable mandatory requirements.

- Client's satisfaction is achieved by ensuring the efficacy of company processes
- The efficiency of the means, equipment and resources ensure the effective implementation of services and products
- The test of check and verification results on the product is the driving force of the continuous improvement
- A productive process is completely planned if product defects are noticed by all the units involved in its realization
- All the units involved in the production process are responsible of the final product
- The monitored execution of any process increases the level of knowledge of the process itself
- The time and the resources committed in an effective process are normally less than the time and the resources which have been estimated in the planning phase
- Increasing quality and efficiency of the resources involved allow the planning of sustainable and effective processes.
- Product acceptance and Client's satisfaction are the way for our fulfilment.

The Management assumes the responsibility to:

- Apply personally the rules set by the Quality Management System of the company and ensure the implementation by the personnel.
- Develop policy to all the company's personnel and on behalf of the same (suppliers, consultants) through communication methodologies used by the Company (notice board, fax, e-mail, letters);
- Make environmental policy available to the public through communication methodologies used by the company (notice board, fax, e-mail, letters, web site)
- Make clients and suppliers aware of quality issues.