

Taking note of the continuous technological evolution, the needs of the Customer, the organization and the interested parties, **BIANCHI F.lli Spa** intends to consolidate and develop its affirmation in the sector of "*design and production of ball valves for water and gas up to 2", distribution manifolds, taps and hydraulic fittings and valves for hydraulic systems*".

Bianchi F.lli's Quality Policy continuously considers the context of the organization, determined by both external and internal factors, and by the requirements of the interested parties; This framework is updated annually.

To this end, the Quality Policy of **BIANCHI F.lli Spa** is expressed in the following objectives:

- ❖ **Compliance with customer requirements**, which translates into:
 - Compliance with the requirements (mandatory and non-mandatory)
 - Product and service reliability
 - Customer satisfaction.
- ❖ **Compliance with the mandatory requirements** that for certain products of the type "ball valves" and "safety valves", is expressed in the requirements of Directive 2014/68/EU (PED).
- ❖ **Product certifications**, Bianchi F.lli Spa, for the various types of products addressed to the various markets, considers the acquisition of the applicable product certification, obtained through third parties, strategic.
- ❖ **Training and resources**, which form the basis for achieving Quality objectives.
 The inclusion and training of employees, their motivation, the availability of adequate resources (plants, machinery, equipment for tests and controls, materials), the selection of qualified suppliers, are the strengths of **BIANCHI F.lli Spa** for the achievement of Quality objectives. The fundamental aspects of human resources training are: **culture** (as a change of mentality open to the philosophy of Quality); **attitude** (i.e. as an approach to Quality and interpersonal relationships); **professionalism** (as basic and specific knowledge of individual activities); **action** (as the ability to carry out one's tasks independently).
- ❖ **Strategy and improvement**. The General Management defines the quality objectives, which it periodically reviews to verify their timeliness and effectiveness for the purposes of continuous improvement and revision of its Quality Policy.
 The objectives can only be achieved with the collaboration of all company functions, pursuing consistency between those of each area and global.
 Continuous improvement is fundamental, which can be achieved through the improvement of projects, operational processes, organization, professionalism and culture, as well as through the reduction of non-conformities, the elimination of defects, the reduction of "non-quality" costs, which allow the acquisition of larger market shares and customer loyalty.

The Quality System described below, harmonized according to the spirit and letter of the ISO 9001 standard, is the necessary tool to ensure the achievement of the objectives of Quality and continuous improvement. It describes and defines:

- **Organization and resources**
- **Procedures and rules**
- **Liability**

and is periodically reviewed by the General Management to verify its continued suitability and the possibility of its improvement.

The General Management appoints the Head of the Quality Management Service (QMS) and gives him authority and means for the implementation of the Quality System.

He represents the Customer within the company with respect to other company functions.

The General Management also promotes the application, improvement and development of the Quality System and strives to ensure that the quality management principles contained in the procedures and instructions are *disseminated, understood and shared* by all employees and collaborators.

Management BIANCHI F.lli Sp

