

Titolo QUALITY POLICY			Codice Documento: PG 01-A02 eng	
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ROJ management considers as its primary strategic business goal

TO BE A RESPONSIBLE AND SUCCESSFUL PARTNER FOR THE DEVELOPMENT OF CUSTOMERS BUSINESS

and will pursue this goal through:

- the continuous improvement of products and services in terms of Quality, Compliance, Efficiency, Safety and Environmental Impact.
- the comprehension of needs and expectations of actual and potential customers
- the profitability of investments and financial soundness, to guarantee business continuity and company growth

The management identify three "Focus Area", declined in action and objectives:

Top design and manufacturing **TECHNOLOGIES**

- continuous research of innovative solutions to anticipate customer needs
- technical and technological innovation, based on investments in research, training and equipment
- reduction of time to market
- high degree of flexibility to market demands
- development of a reliable supplier network, based on open and loyal cooperation.

EXPERTISE SKILL of excellence, supporting technologies

- ensure a high level of competence in human resources
- constantly train and update the staff, to keep it in line with newest technological developments
- keep contacts and collaborations with excellence training and research institutions
- keep a loyal and cooperative relationship, that include technical and technological knowledge exchange, with customers, machine builders and equipment manufacturers.
- ensure top attention, promptness and competence in all customer relationship

COMPLIANCE to all mandatory regulations and customer specifications

- keep all the company behaviors to the maximum level of correctness
- assure technical and legal compliance to every company activity: processes, products, relationships with involved parties
- asses, analyze and manage all sort of risk, both real or potential
- understand and take care of every customer need, not only technical, included silent and implied ones
- asses, using appropriate indicators, the level of customer satisfaction
- ensure a compliant, robust and competitive design
- ensure a high quality standard for products and services
- ensure, through a constant maintenance and monitoring, that processes, workplaces and equipment are kept efficient, safe and compliant with applicable regulations
- ensure respect and conservation of natural resources and the environment, operating with the least possible impact.

The implementation of a Quality Management System, according **ISO9001:2015**, and the adoption of processes and organization based on **Lean Manufacturing** principles, are considered the first, fundamental step for the application of the policy stated here.