

Titolo <b>QUALITY - ENVIRONMENTAL POLICY</b>			Codice Documento: <b>PG 01-A02 eng</b>
Data di rilascio: 22/09/2009	Data di Revisione: 22/02/2022	Revisione: 5	Pagina: 1 di 1

ROJ management considers as its primary strategic business goal

## **BEING A PARTNER OF CHOICE OF OWN CUSTOMERS FOR RESPONSIBLE AND SUSTAINABLE BUSINESS DEVELOPMENT**

and will pursue this goal through:

- the continuous improvement of products, processes and services in terms of Quality, Compliance, Efficiency, Safety and Environmental Impact.
- the comprehension of needs and expectations of every stakeholders
- the profitability of investments and financial soundness, to guarantee business continuity and sustainable 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 stakeholders expectations
- technical and technological innovation, including those for footprint reduction, based on investments in research, training and equipment
- reduction of time to market
- high degree of flexibility to market demands
- development of a reliable and responsible supplier network, based on open 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, management systems and sustainability
- 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 every stakeholder 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 constant maintenance and monitoring, that processes, workplaces and equipment are kept efficient, low impact, 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 and Environment Management System, according **ISO9001 and ISO14001**, 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, and disclosed to interested parts.