

SITAEEL S.p.A. Top Management expresses the will to implement and support a Quality Management System (QMS) in compliance with UNI EN ISO 9001:2015 and with EN 9100:2018 and commits itself to:

Organization Frame

- Determine an effective Organization frame, ensuring:
 - the definition of external and internal elements which are relevant to strategic aim,
 - the definition of the stakeholders and their needs,
 - the availability of qualified resources able to propose innovative and competitive solutions on the market,
 - the supplier's selection and qualification and the continuous control of the supply chain.

Customer and stakeholders focus

- Operate in compliance with legal and regulatory requirements.
- Guarantee and increase the Customer Satisfaction and Stakeholders Expectation by:
 - their identification and communication within the Organisation.
 - the realization of products/services that meet quality standards, sector regulations and laws in force, contractual, performance, safety and reliability requirements.
 - the on time deliveries;
 - the products/services (quality) control to prevent non-conformances and minimizing the costs-of-non-quality;
 - continuous communication and collaboration with stakeholders to establish a solid partnership targeting a common growth;
 - all preventive actions to avoid cases that could lead to customer complaints;
 - the promotion of a quality culture across the Organization.

Process-oriented and objective-oriented approach

- Identify the processes needed for the Quality Management System, determining their sequence and their mutual interaction and define the resources – human, infrastructure and economic – needed to ensure the effective implementation, control and improvement of such processes.
- Defining measurable and consistent objectives for each company organizational structure and level.

Leadership and staff commitment

- Assigning roles and responsibilities, granting that all employees, at his/her own level are aware of the importance and context of their activities and of how they contribute to achieve Company objectives, through the application of procedures, best professional practice, legal prescriptions and regulations in force.
- Guarantee staff professionalism and commitment through:
 - Communication and sharing of Company objectives and strategies,
 - continuous technical and management training,
 - staff motivation, by valuing resources talents and capabilities.

Risks and opportunities analysis

- Identify and weigh risk factors and their impacts, based on criteria reflecting the organisation objectives, values and resources.
- Identify and implement appropriate risk mitigation actions or opportunities exploitation.
- Review the effectiveness of actions taken to address risks and opportunities.

QMS monitoring and improvement

- Pursue constant improvement of the effectiveness of the Quality System through
 - inspection audits
 - definition and measurement of targets for process performance improvement
 - periodic review of the Management System to measure its adequacy, compliance, and effectiveness.
 - Quality Management System adaptation to legislative, regulatory, technological, and organisational developments as well as to the changing needs and expectations of Customers and stakeholders

The whole SITAEEL S.p.A. staff, at any level, is responsible for the exact application of the prescriptions of the Quality Manual and its procedures.

Mola di Bari, 31/07/2023

CEO
C. Pertosa