

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

### **Organization Context**

- Determining the context of the Organization, ensuring:
  - the understanding of external and internal issues which are relevant to its strategic direction,
  - the understanding of stakeholders and their needs,
  - the availability of qualified resources able to propose innovative and competitive solutions on the market,
  - the suppliers selection and qualification and the continuous control and improvement of the supply chain.

### **Customer and stakeholders focus**

- Guarantee the satisfaction of Customer and stakeholders expectations, by:
  - understanding the customer's expectations and communicating them within the organization,
  - the realization of products/services fulfilling contract requirements, applicable laws and regulations,
  - constant monitoring of products/services quality in order to prevent non-conformities and restrain non-quality costs,
  - establishing a partnership with customers, suppliers and any stakeholder involved, aiming at a common growth,
  - promoting work safety and environment.

### **Process approach and objectives**

- Identifying the processes needed for the Quality Management System, determining their sequence and interaction and identifying the resources – human, infrastructure and economics – needed to ensure the effective operation, control and improvement of such processes.
- Defining measurable and suitable objectives for each company structure.

### **Leadership and staff commitment**

- Assigning roles and responsibilities, granting that all employees are aware of the importance of their activities and of how they contribute to achieve group objectives, through the application of procedures, principles of good professional practice, legal prescriptions and regulations in force.
- Guarantee staff proficiency and commitment through:
  - Information and sharing of objectives and group strategies,
  - specific technical and management training,
  - staff motivation, by improving resources' skills and capabilities.

### **Risks and opportunities analysis**

- Identifying and analyzing risks and opportunities, based on criteria that reflect organization's resources, values and objectives.
- Implementing control measures and actions to reduce undesired effects and enhance opportunities.
- Evaluating actions effectiveness to address risks and opportunities.

### **QMS monitoring and improvement**

- Improving and monitoring the Quality Management System through:
  - periodical audits,
  - targets definition and measurement to improve the process performance,
  - reviewing it regularly in order to measure its adequacy, compliance and effectiveness,
  - adapting it to legislative, normative and technological evolutions, as well as to customer requirements and expectations.

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, 08/07/2022

CEO  
C. Pertosa

