



**Sime s.r.l.**

Società a Responsabilità Limitata  
Certificata ISO 9001:2015 – ISO 14001:2015 – OHSAS 18001:2007  
Capitale sociale: 100.000,00 Euro interamente versato  
Partita IVA e Codice Fiscale 00962680492  
Vat Number IT00962680492  
R.E.A. N. 88281  
T.M. & Design Registration N. 005374657  
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[www.simeeng.com](http://www.simeeng.com)

## QUALITY POLICY

The Company, in order to remain competitive and confirm its market presence, to better satisfy the customer and to pursue their development objectives, intends to maintain and improve its own quality level.

The Top Management of the SIME srl declares its firm intention to make operating the Quality Management System, as described in the Quality Manual and to continually improve its effectiveness.

The **Quality Policy** of the Company, meant as Top Management commitment, consists in the following points:

- ❖ Enhancement of Customer satisfaction.
- ❖ Co-operation between all business functions for obtaining strategic objectives for the Company.
- ❖ Compliance with the regulations in force;
- ❖ Continuous improvement of processes;
- ❖ To cooperate with qualified Suppliers to expand and improve the range of products and services and enhance the market competitiveness;
- ❖ Pay attention to the management of human resources to qualify personnel and to establish long term relationships.

The Quality Policy is shown to the staff together with the operational objectives for quality.

The Management ensures appropriate meetings and communications in order that the quality policy is understood, implemented and maintained at all levels of the organization.

As part of the annual review of the Quality Management System, verify the achievement of these purposes.

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- ❖ **To increase customer satisfaction:**
  - Compliance with contractual requirements relating to the content of product and service;
  - Compliance with the terms of delivery;
  - Fulfilling the requirements of product quality and service provided (target: no complaints);
  - Respect for the estimated costs (efficiency).
  
- ❖ **For cooperation of all business functions to achieve its strategic objectives the Company;**
  - Actions to improve the spirit of cooperation and attention of all staff to the quality issues;
  - Motivational meetings with staff to sharing achievements and objectives to be pursued;
  - Clear definition of roles and responsibilities and their interactions for determining for each process the "value chain" (ownership);
  - Verification of compliance with the above value chain, with implementation of corrective actions where its incorrect application will lead to a fragmentation of the decision-making process with unavoidable additional costs for the Company and loss of focus on the objectives to be pursued;
  - Reinforcement of management.
  
- ❖ **For compliance with the regulations in force:**
  - Compliance with regulations on safety, environment, management of human resources (permanent objective: no accidents and no non-conformities related to these aspects).
  
- ❖ **For continuous improvement of the processes:**
  - Continue analysis of the value chain through the analysis of processes, procedures and operating instructions in order to identify more and more simple, efficient and functional activities to be performed;
  - Reduced costs due to No-Quality, resulting from the incorrect application of the System adopted.
  
- ❖ **To cooperate with qualified Suppliers to expand and improve the range of products and services and increase competitiveness in the market:**
  - Qualification of strategic Suppliers by sector or geographical area of competence;
  - Signing of cooperation agreements with some Suppliers which would also include opportunities for training and professional development for their resources as required for internal staff to create taskforce with skills and harmony.
  
- ❖ **To pay attention to the management of human resources to qualify personnel and to establish long term relationships.**
  - Identification of professional growth path with training planning and training of personnel.

January 31, 2018

A handwritten signature in blue ink, appearing to read 'Antonio...', with the word 'President' printed below it.

President