



5.3 QUALITY POLICY [including: 5.3.1 QUALITY POLICY (SUPPLEMENTAL)]

The General Management Sferova S.r.l. is aware of the importance that continuous improvement has for company development and for the quality of the service offered to its Customers.

Therefore, the General Management decided to follow the principles of ISO 9001:2008 and of API Spec.Q1 Standards, implementing them through the "Quality Policy" and the "Quality Assurance Manual", as guidelines for its own organization aiming to increase the satisfaction of its Customers, both of internal and of external ones.

The following is a list of guideline-objectives and methods defined by the General Management Sferova S.r.l.:

To improve the quality of services offered to Customers

- checking the way in which every job is carried out and recording on time deliveries.
- developing the analysis on Customer Satisfaction, taking advantage of all available data.
- going on recording customers' indications and timely managing the consequent corrective actions.
- actuating a coordinated managing in order to satisfy specific requests and requirements.
- planning and actuating, systematically, the improvement focused on customer by Management Review.

To improve the quality and reliability of its products

- by managing, through internal qualified personnel, the performance and the certification of non destructive tests: MPI, DPI; of analysis: PMI and special tests: FET; Cryo; LTT; HPGT.
- through a constant execution and improvement of controls and tests in internal and outsourced processes.
- going on to guarantee compliance to European Directives 97/23/EC (PED), 94/9/EC (ATEX) and to international technical Standards, applicable to every single product/project.
- by identifying potential and real defectiveness, solving it through preventive / corrective actions.
- going on ensuring the efficiency of structures, production tools and machines, control and test instrumentations, through a programmed maintenance.

To improve the quality of the purchased products

- through the analysis and the management of suppliers' qualification and evaluation for the common improvement.
- through the on time deliveries control of suppliers' goods and certifications.
- by improving the control activity on products' conformity, on special treatments and on the documentation with reference to what was originally required.
- by granting the observance of European Legislation (CE) n.1907/2006 (REACH) and by ensuring compliance with Health & Safety Regulations, regarding each substance used in production or supporting process.

To ensure the efficiency of company Quality Management System

- thanks to a steady engagement focused on the improvement of its own ISO9001:2008 Quality Management System & API Spec.Q1 through:
 - the constant updating of systems and instruments of auditing regarding ISO 9001 / API Q1, PED and API6D requirements.
 - the development of personnel competence and awareness, through training and information activities.
 - the management of non-conformities, corrective and preventive actions as "drive for improvement".
 - the continuous measurement and analysis of process recorded data.
 - the pursuit of zero accidents and injuries at work target.
 - the implementation of Sferova geographic commercial presence and the achievement of a wider range of Clients' international qualifications.

To reduce non-conformities of products and services

- by training and making all company personnel aware of the importance of requirements' compliance.
- through the achievement of opportunities by cooperating with technical and commercial partners and Notified Bodies, in order to prevent non-conformities.
- developing its own processes, instruments and methods focusing on requirements' compliance and on waste reduction.