

QUALITY POLICY

HARDITALIA S.r.l. was created in 1972 for the production and marketing of semi-finished and finished hard metal products.

Over the years, its attention has been focused on improving the production program, as well as on design, construction and sale of machines and plants relating to powder metallurgy and technological know-how concerning the manufacturing processes.

The purpose of this document is to communicate the **Quality Policy** of **HARDITALIA S.r.l.** to all employees and interested parties.

The main objectives of **HARDITALIA S.r.l.** is the complete satisfaction of the customer's needs, meeting the expectations of the interested parties and achieving and maintaining a high quality level of products offered.

The continuous improvement of the effectiveness of the QMS Quality Management System and its constant adaptation to the evolution of the company reality and the reference standards, constitute a fundamental basis for enabling the Company to successfully pursue the quality objectives.

In order to render this concept concrete, **HARDITALIA S.r.l.** commits to steering its operating practices towards compliance with environmental requirements in accordance with UNI EN ISO 9001:2015.

The commitments assumed by **HARDITALIA S.r.l.** are:

- ❖ Search for complete satisfaction of the needs and expectations of the interested parties (customers, properties, employees, suppliers and various types of external subjects)
- ❖ Constant monitoring of the internal and external context in which it operates
- ❖ Careful assessment of the risk and opportunities of its processes
- ❖ Diffusion of quality objectives and issues at all levels
- ❖ Promoting the development of human resources
- ❖ Development and spread of information both outside and within the company
- ❖ Constant attention to safety, issues within the working environment and continuous updating of current legislation
- ❖ Involvement of suppliers and the constant search for their collaboration and support.

Currently **HARDITALIA S.r.l.** manages **9 Improvement plans** relating to the following topics:

- ❖ Instrumental monitoring of the working environment
- ❖ Monitoring process indicators
- ❖ Monitoring the design process
- ❖ Conclusion of chemical risk assessment
- ❖ Maintenance computerization
- ❖ Optimizing waste management
- ❖ Personnel competence
- ❖ Production and control documents.
- ❖ QMS document structure.

The General Management of **HARDITALIA S.r.l.** commits to supporting the implementations in this Quality policy and respects the principles contained within. It will be monitored and updated periodically by General Management in order to guarantee its validity and correspondence to the needs of the company.

In order to verify the application of the QMS and determine its adequacy, the General Management has pointed the quality Assurance Manager. He coordinates all aspects regarding quality, promotes periodic internal audits, reports to the General Management on results and proposes improvement actions.