



QUALITY POLICY

Ring Mill SpA's main objectives are to achieve greater expansion in the domestic and international market, to improve the company's visibility in this area, to pursue continuous growth and to achieve a more financially sound position. To achieve these business growth objectives, RING MILL SpA has defined a Quality Policy whose application within the organization's structure is deemed to be vitally important. It is promoted inside the organization by illustrating the principles it applies, namely:

- 1. Customer focus.** Consistent sustained success is achieved when an organization attracts and retains the confidence of its customers and the interested parties it depends on. Every aspect of customer interaction provides an opportunity to create more value for the customer. With this objective, all resources must work to meet customer requirements and strive to exceed customer expectations.
- 2. Leadership.** Creation of unity of purpose and direction and engagement of people enable an organization to align its strategies, policies, processes and resources to achieve its objectives. For this reason, the organization's leaders establish unity of purpose and direction and create conditions in which everyone is engaged in achieving the assigned objectives. As part of its responsibilities, the Top Management analyses the organization's context, including the needs and expectations of interested parties in terms of market, customers, competition, providers, legislation, staff and work organization. They thus identify risks (critical issues and special requirements) and ultimately determine the organization's future strategies and adequacy of resources in terms of quantity and competence.
- 3. Engagement of people.** To manage resources effectively and efficiently, it is important to involve people at all levels and to respect them as individuals. Recognition, empowerment and enhancement of competence facilitate the engagement of people in achieving the objectives. For the organization, it is essential that all people be competent, empowered and engaged to create and deliver value. To this end, all resources, depending on what roles they fill and their assigned responsibilities, must be suitably trained and work actively and proactively to solve any issues and thus contribute to continual improvement.
- 4. Process-led approach.** The organization's quality management system consists of interrelated processes that function as a coherent system. To this end, resources, controls and interactions are determined to optimize the organization's performance and enable consistent and predictable results.



RING MILL SpA

- 5. Improvement.** A focus on improvement is essential to maintain high levels of performance, enabling the organization to react to changes in its internal and external conditions to create new opportunities.
- 6. Evidence-based decision making (objective measurements).** Decision making is a complex process: it always involves some uncertainty, involves multiple sources of inputs and their interpretation can be subjective. It is also important to understand cause-and-effect relationships and potential unintended consequences.
To this end, the organization makes decisions based on the analysis and evaluation of data and information that are more likely to produce desired results and lead to greater objectivity and confidence in the decision made.
- 7. Relationship management.** The management of relationships with the network of suppliers and partners is seen as particularly important given that interested parties influence the performance of the organization. For this reason, Ring Mill SpA manages these relationships so as to optimize their impact on its performance and achieve sustained success.
- 8. Health and safety.** Worker health and safety is a primary concern and is safeguarded and ensured through the application of current Health and Safety legislation and constant monitoring to ensure compliance with these requirements.

Dubino, 11 October 2017

The Managing Director N. Galperti