

POLICY FOR QUALITY

SILANOS is a company that develops, produces and provides technical assistance for industrial dishwashers. The company operates in a highly competitive context, in which products are very standardized and with limited operating margins given the remarkable flexibility in the service offered. On the other hand, the market has been shown to reward those companies with capacities for operating in the context.

Considering this, Silanos is committed to accurately examining the risks and opportunities deriving from the situation outlined. The analysis for the Silanos context considers the following points:

- Product/market;
- Economic aspects;
- Operational and management aspects;
- Resources.

Silanos evaluates the results of this examination and provides appropriate plans of action (see file “Analysis of context”).

In regards to this, on a continuous daily basis, SILANOS works for the provision of products and services that meet the quantitative and qualitative expectations, at the same time minimizing the environmental impacts and any risks to health and safety related to its activities and products.

The company is committed to meeting the following strategic objectives for Quality:

- To provide products that respond to market demands, fully satisfy Client expectations, serve the aims and meet the declared uses, and are safe.
- To ensure that the Policy intended by Management is understood, activated and maintained at all organizational levels, for purposes of achieving Continuous Improvement of company performance, in particular ensuring the continuous modernization of plants.
- To guarantee appropriate levels of efficiency through programs for cost containment and provision of appropriate resources, while still maintaining flexibility and a service level so as to permit the company to compete with success.
- To create awareness, provide education and appropriately train the various levels of personnel, for obtaining the involvement of all human resources.
- To ensure that company objectives are set; that they are measurable through adequate indicators, and that the relative activation plans are made known to all operating areas.
- To provide the human and technical resources necessary for the achievement of the Objectives.
- To ensure conformity to the applicable legal obligations, and to any other types of requirements to which the company subscribes.
- To ensure the updating of the present document, submitting it to annual re-examination.

Company indicators

Clients: Client satisfaction; Internal performance indicators

Operational activities: Performance of the relative processes

Suppliers and outsourcers: Supplier performance, Internal indicators.

Details on the trends in the indicators are available in the Annual Re-examination conducted by the management.

Marco Silanos
Amm. Delegato

