

QUALITY POLICY

GRIFFON & ROMANO S.p.A's Management pursues - as principal aim - the QUALITY of both product and service. In view of this precondition, the Management has always invested in both professionalism of human resources and in continuous technological development, complying with environment and security.

On the strength of the years-long experience and in the spirit of efficiently satisfying customers' expectations, regulations of ISO 9001:2015 have been adopted as the most suitable for the pursue of company's targets; these regulations provide for a quality check - through periodic visits of an independent Body - of the management standard achieved by the company.

The commitment of the Management will be recognized through the definition of a leadership that will support the already adopted process-based approach and the Risk Based Thinking; these models fix the maintenance of standards required by a constantly changing market.

The aim of the certification correspond to the scope of the System and is:

Sales of stainless steel and nichel alloys plates and coils. Plasma cut of plate-based components under customer specification

The targets to be achieved are:

- For the Customer: to get the highest degree of satisfaction by honouring the expressed expectations and by developing what is implicit in the offered product
- For the Management: appropriate economic return in view of the entrepreneurial risk
- For the suppliers: to guarantee mutually profitable relationships, paying attention on the quality standards of the supplied product/service
- For the workers: adequacy of the workplace in compliance with safety regulations; commitment to a constant increase of professionalism and development of a positive business mood

Commitments in order to achieve what mentioned above are:

- To be focused on customer through a continuous check of the market, prices monitoring and getting the most competitive product - from a quality and economic point of view - by using advanced technologies
- The Management assumes the definition of a Leader who supports the related initiatives
- Constant training of human resources in order to get proficiencies grown for the pursue of shared objectives.
- Process-based approach - the most coherent model with the company business
- Continuous improvement as result of analysis based on evidences and risks and opportunities evaluations
- The best management of relationships with customers, suppliers and involved personnel, to be chased through already existing channels or new ones.

GRIFFON & ROMANO S.p.A and the whole staff - in order to comply with this Policy - put efforts into the respect of all principles and regulation described in internal procedures or shared ones during meetings or company events.

Executive Director