



QUALITY POLICY

The Quality Policy of Donati S.p.A. aims to assure, with reference to the context in which the company operates, the full satisfaction of its Customers' needs and requirements and the interested Parts considered as relevant. Donati S.p.A. presents itself as a historical family-run company, leader in the market of hot forging and machining of brass parts and components, distinguishing itself for quality and reliability together with technical competence and know-how. The wide range of products supply various application sectors such as sanitary, heating, water, gas, valves and fittings in general.

The general principles inspiring the Company Policy are:

- Focusing on customer's needs and requirements, in terms of achieving the result and a high quality level of the product and service, in compliance with the binding norm;
- The continuous Improvement of the Quality defining methods, programs and indicators to optimize the production processes through constant investments in human resources and improvement of the ability of analysis;
- The Orientation towards the development of the production capacity and the competitiveness in compliance with the health and safety of the employees and the surrounding environment;
- The Orientation towards new markets also outside Europe and the distribution of the total annual production among more Customers;
- The Promotion of the industrial automatization and computerization of the business processes in order to achieve the most possible efficiency;
- The Personnel Training in the belief that Humans Resources are the first and most important resource of the company, with their ability and know-how;
- The Maintenance and valorization of the Technological and Infrastructural Resources maintaining an adequate level of efficiency and incorporating new machines;
- The Valorization of the technical and metallographic Laboratory promoting technological assistance to the processes of quality control and production and as support to project and design;
- The further and better Integration in the management process of the Strategic Suppliers

In accordance with the general principles, measurable targets are defined in more detailed documents that will be reviewed by the Managing Direction in occasion of annual reexams, in order to improve continuously the efficiency of the Quality Management System.

This requires an efficient, effective and constantly improving Quality Management System, according to the Norm UNI EN ISO 9001, monitored by internal audits at predefined intervals and at any time is required.

The Managing Direction assures to periodically revise the Quality Policy, apply and expand it to all levels of the organization, verifying its acknowledgement.

Lumezzane April 28th 2017

The Managing Direction

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