

Policy of Quality

Issued by: General Direction
Revision: 06
Date of issue : 20/10/2021
Replaces: Rev. 05 of 30/01/2020

The quality policy of **CHERO PIPING S.p.A.** is a tangible act which is deemed to be necessary, is directly encouraged by General Management and aims to ensure the efficiency of the development programme of its own QMS, with reference to standards ISO 9001:2015 and UNI EN ISO 29001:2020, in order to fulfil the following objectives:

- Achieve and maintain a quality system in compliance with the standards UNI EN ISO 9001:2015 and UNI EN ISO 29001:2020, so as to consistently fulfil requirements of Customer and of all Interested Parties;
- Ensure that established quality is understood, achieved and maintained at all company levels;
- Constantly regulate and maintain the Quality Management System to ensure its continuous improvement;

The aforementioned objectives, also with reference to the latest edition of the risk analysis, are implemented through the following **actions**:

- The clear regulation of internal company relations, according to an organisational chart in which there is a supervisor for each function to guarantee execution therein;
- The clear specification of each company role so that all staff members thoroughly understand of the extent and limits of their operations and checks to be carried out;
- The detailed definition of all work procedures to guarantee total traceability of supplied products, in the common interest of involved parties (the company and customer);
- The identification of processes and tracing of appropriate procedures as well as simple and functional operative instructions for activities to be carried out, while also identifying potential and directions for improvement;
- Adopt a process-based approach founded on "risk based thinking";
- The elimination of internal non-conformities detected by inspection services, self-supervision and monitoring carried out by the customer through the analysis of statistics and study into their nature and cause. The use of results as an input for continuous company improvement and for the activation of necessary corrective actions;
- The reduction of costs due to Non-Quality resulting from improper application of the adopted System;
- The education of all personnel who direct, perform and check activities which have an influence on quality, always within the limits of their own established responsibility;
- The coordination and involvement of personnel of all levels in the improvement programme;
- The involvement, promotion of loyalty and monitoring of all qualified suppliers in improvement programmes, in order to improve the quality of purchased products, via a collaboration policy based on specific agreements, certifications based on UNI EN ISO standards and inspections of purchased products as well as of the quality system, in order to limit any non-conformities;
- Close collaboration with Suppliers to expand and improve the range of products and services and increase market competitiveness;
- Checking the continuous improvement of cost-benefit ratios following the adoption of the Quality Management System, over time;
- Compliance with and abiding by mandatory directives;

Policy of Quality

- Monitoring and management of insurance policies and any changes introduced by tax authorities;
- Monitoring, management and protection from any outstanding customer payments;
- Control, management and limitation of turn over and and qualify the personnel;
- Control and coordination of ordinary and extraordinary maintenance for technological resources;
- Validation, protection, updating and management of our calculation software for project purposes;
- Limitation of customer complaints and if received, the analysis of causes and dynamics;
- Assessment of the economic impact of our products (especially monolithic coupling) to estimate potential correlated investments (processing and project calculation software);

The Quality Policy of **CHERO PIPING S.p.A.** is disclosed at all company levels and is periodically re-examined by Management to ensure the efficacy and viability of its intents. Assessment is carried out on occasion of the Periodic Management Review.

Loc. Predaglie – Carpaneto P.no (PC), 20/10/2021