

QUALITY POLICY

Verolanuova, 04/03/2018

TO ALL EMPLOYEES AND INTERESTED PARTIES

Based on the assessment of the context and expectations of interested parties, and definition of risks and opportunities, Roditor & Philadelphia has developed its own Quality Policy.

Roditor & Philadelphia Quality Policy aims at the objectives:

- maintain a high level of satisfaction among the stakeholders, in particular customers and partners;
- facilitate the participatory and sharing process among people to whom their processes refer, in particular employees and collaborators;
- continuously improve the performance of its products and its organization.

To this end, Roditor & Philadelphia's strategic policy is aimed at:

- improve production capacity, while seeking increasingly higher quality standards;
- build customer loyalty by satisfying their implicit and explicit needs;
- maintain the certification of its Quality Management System by operating in accordance with the provision of the UNI EN ISO 9001 standard, in its latest version, as evidence of competitiveness and desire to pursue the satisfaction of the expectations of all the subjects involved in its processes;
- support the risk assessment methodology aimed at improving company processes.

In line with the objectives and strategies indicated above, the Management promotes:

- the central role of the customer through the supply of products capable of satisfying the customer's expectations, also anticipating their needs;
- active and empathetic dialogue with the customer in order to gather feedback, such as needs and level of satisfaction;
- collaboration with its partners for ever-increasing customer satisfaction and optimization of the performance of all parties through an integral service;
- the involvement and participation of all staff;
- the conservation and transferability of know-how within the company;
- information, education and training of all staff to always ensure adequate and high skills;
- monitoring and measurement activities of the Quality Management System processes;
- the valorisation of internal resources: with the coherent assignment of the same to the processes, with the updating of people's technical and social skills, preventing and reducing risks to the health of workers, with environments suitable for activities and with the diffusion of quality culture;
- compliance with current national and international legislation applicable to the activity;
- operating in a safe manner, with the utmost respect for the environment to protect workers, customers and the community;



- the selection of suppliers with whom we can share the same development and growth programs, which allow the achievement of the standards of excellence necessary to maintain the objectives;
- taking care of infrastructures and machinery;
- innovation and the attitude to change for the continuous search for improvement.

The effectiveness of the expressed policy is measured and verified during the Review by the Management, from which further objectives may emerge.

The Management undertakes to provide the means, resources and equipment necessary to achieve the objectives, as well as aspires to increasingly improve its Quality Management System in compliance with the UNI EN ISO 9001 standard.

All staff are required to provide maximum collaboration to achieve the objective, both by respecting the established procedures and by proposing improvement solutions.

The Management

La Direzione

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