



The management set out the present Quality Policy and make it known within the whole organisation with the aim of increasing our personnel's awareness to perform their tasks in an effective and efficient way according to the requirements for quality and the environment. This quality policy is also published on the website www.kramer-italia.it for people outside the company to know the principles set forth herein.

Kramer Italia's main purpose is to provide products that meet the needs of the market and of our customers; the products need to be competitive from the point of view of quality and sales, in particular as far as prices and scheduled deadlines are concerned.

With the view of enhancing competitiveness in the years to come, we believe that it is necessary to foster improvement in terms of infrastructure, know-how and skills.

ORGANISATION, INVOLVEMENT, ORDER AND DISCIPLINE are core principles that should drive any production and/or managerial activities.

To satisfy such requirements, Kramer Italia set out the following macro-objectives:

- We commit to reassess the company's context at regular intervals
- To supply products that fully meet the customer's needs
- To ensure compliance with product requirements, including the PED Directive for safety valves, during all process steps, from design and development through to testing and shipment
- To meet delivery deadlines
- To be competitive on the market
- To offer innovative products
- To maintain the production facilities technologically up-to-date and fully functional to comply with the laws governing product quality and safety
- To take into consideration any impacts that new activities and/or products may have on the environment
- To keep good relations with the local population and authorities
- To keep a suitable, pleasant and safe workplace

In order to reach these objectives, Kramer Italia is committed to promoting, developing and supporting the following activities:

- Training and making our staff aware of and getting them involved into quality and continuous improvement
- Encouraging cooperation among the personnel, based on the knowledge of and compliance with the existing rules
- Ensuring the integration of the Quality Management System into the company's management aspects
- Defining the indicators needed to monitor all processes
- Improving production planning and the materials management process on a regular basis
- Optimising production times and costs and keeping all available equipment and machinery up to date
- Studying the needs of customers and the market
- Planning the Quality Management System by defining objectives that can be measured and are consistent with the present Policy, with the aim to pursue continuous improvement and make the relevant functions responsible for that
- Providing suitable resources to achieve the goals

To ensure full compliance with the Quality Policy and apply it in the best way possible, we deem it necessary to check the compliance with existing laws and the company's management models. The common aim is to obtain a lean, flexible and dynamic organization supported by procedures that are easy to understand and implement by all the people involved.

This Policy is made known so everybody can share its principles and commit to it.