

QUALITY POLICY

OFFICINE RAM Power Srl, the company founded in December 2014, carries out activities related to the production of industrial plants (e.g., prefabrication of metal structures, construction and/or assembly of industrial piping, pipelines, offshore and onshore structures etc.). The company is intent on competitive positioning in the field of its activity through capable and reliable business organization, and more complete offer of products and services, without excluding any possibility of its market development.

OFFICINE RAM Power Srl identifies the Quality Management System as a proper tool to achieve goals regarding increase own market shares, satisfaction of requirements, needs and expectations of parties involved in the company activity in general:

the Customer, through the quality of products and services provided and supplied, which promotes loyalty of existing customers and acquisition of new ones.

the Personnel, through engagement and targeted training, by offering an opportunity of personal fulfilment and employment stability, even to improve communication, professional skills and, above all, motivation. Human resources are the most important asset in the company.

Suppliers, through transparent and just relationships, beneficial to both parties.

The Property, through a correct business profitability and awareness of social role, resulting from skillfully conducted business activity.

In the face of growing competition, where the main guidelines are represented by:

- customers particularly attentive to quality-to-price ratio and to matters regarding good quality of products,
- increase of companies operating in the same sector, which leads to expected price reduction,
- preservation of solid reputation on the market in terms of supplied Product/Service Quality,

therefore, strategies, which the company is intended to pursue for the next years, as the frame of reference for subsequent definition of the company goals, are the following:

- meet requirements of current laws and regulations, national and/or international technical standards and other applicable requirements and responsibilities assumed by OFFICINE RAM Power Srl;
- meet quality requirements provided by mandatory and/or internal standards, Customers' specifications, regarding works execution, and guarantee a continuous improvement, aimed at technological and managerial competitiveness;
- apply *risk-based thinking* to each process, therefore, introduce a major flexibility to own organization, aimed at individuation of causes of problems, by assuming timely measures for their handling/reduction;
- define necessities of customers through a correct evaluation of the contracts, by identifying solutions more suitable and effective for both parties, owing to improvement of the business capacity;
- offer individual organizational training opportunity, through a constant training update and improvement/increasing of technical skills;
- promote quality and safety matters through creation of awareness, involvement and responsible thinking among the personnel;
- promote awareness among various company resources, collaboration during consulting activities and with external competent authorities;
- use in the workshop of personal protection equipment provided by applicable current legislation according to risks;

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Register of companies RA 02511690394 – R.E.A. RA 208546 – Share capital € 50.000,00 f.p.

- improve internal and external communication through the communication mediums, aimed at encouragement of constant and stable interconnection between the company, employees and customers;
- commitment to improvement of provision of products/services at competitive price and within the specified and short timeframes, in furtherance of customer retention and growth;
- procurement of required goods and services from Suppliers and qualified partners, who are able to guarantee an adequate performance level in terms of price – quality - timing;
- provide for structural and instrumental resources necessary for manufacturing of products and/or supply of services, suitable for their intended use, and subject these products to periodic maintenance, to guarantee proper functioning over time;
- handle non-compliances, notifications and claims with accuracy;
- constantly control the organization through verification of quality management system according to the standard UNI EN ISO 9001:2015;
- continuously improvement of the business processes, by increasing efficiency and added value of single activities, through methodical maintenance of dynamic quality management system.

The level of the quality of the business processes, manufactured products and services supplied is set by measurable goals, with specifically defined indicators, so as to use the values of these indicators for definition of improvement programs. The business processes are constantly controlled and evaluated, with the aim to guarantee their functionality and efficiency.

OFFICINE RAM POWER recognizes that the quality of its management is crucial for the realization of the "Quality Policy" and for obtaining positive economic results.

Furthermore, OFFICINE RAM POWER commits itself to continuously review the "Quality Policy", to maintain it compliant with changes of external conditions and internal strategies, and to promote it along with its objectives, in order to improve the level of Quality culture.

OFFICINE RAM POWER ensures that all personnel, at any level, understands the content of the "Quality Policy" and agrees to comply; for that purpose, this document is distributed to all employees and its representation is included in the training courses for employees, especially for the newly recruited.

Ravenna, 20/12/2017



Legal Representative
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