

The Management of Ferriere Nord S.p.A. believes that the ability to provide products and services consistent with customer expectations in order to increase their satisfaction is the determining factor for competitiveness both on the domestic and international markets.

To this end, the Management has developed a context analysis process capable of capturing the external and internal factors that can influence its strategic directions, including those linked to climate change, and of understanding the needs and expectations of the stakeholders deemed relevant to the Quality Management System.

The Management is also committed to a continuous improvement project whose objectives must be pursued taking into consideration the following aspects:

- a) punctual fulfilment of customer requests and applicable regulatory requirements;
- b) increasing knowledges and skills of staff;
- c) pursuing plant excellence;
- d) continuous research of technological development of processes;
- e) continuous improvement of Quality Management System;
- f) enforcement of risk-based thinking to maximize the degree of achievement of those objectives;
- g) strengthening relationships of trust and collaboration with suppliers, technological partners and other stakeholders, in order to create added value for all parties involved.

Ferriere Nord S.p.A. communicates or makes known this Policy to all persons who work and collaborate for it or on its behalf.

All the employees and collaborators of Ferriere Nord S.p.A. must play an active part in the implementation of this Quality Policy to which principles must abide by carrying out their duties. Specific awareness and training programs will be launched to extend and reinforce subsequent professional behaviours and practices.

The Management of Ferriere Nord S.p.A. believes that the UNI EN ISO 9001:2015 standard is the most effective standard for implementing and maintaining a Quality Management System suitable for the internal and external context in which it operates.

Ferriere Nord S.p.A. recognizes in the Quality Management System the instrument to achieve its objectives and in the Quality Office the powers and skills necessary to implement it.

Chief Executive Officer

