



Quality Policy

Rilub S.p.A. intends to pursue a modern quality management, aiming to an optimal organization of means and resources to achieve, by a constant improvement of business processes, the full satisfaction of the Clients and the opening of new markets.

For this, I undertake my-self to reach the following objectives:

- to promote and to support the introduction of a quality guarantee system according to regulations UNI EN ISO 9001:2000;
- to confer to the **Direction Representative and Quality Assurance Manager** the task to formalize the quality guarantee system by the quality manual and the managerial procedures and to delegate them the relevant implementation and management so that, interacting with suppliers, employees and clients, can guarantee the full satisfaction of everybody;
- to improve the performance of the business processes, by the rationalization of the costs and the efficacy in the production and in the distributive service;
- to re-examine, at the right, by systematic audits, the quality business system to assure the adequacy, the respect and the efficacy in the time;
- to re-examine the trend of opportune quality indicators decided by the Quality Assurance Manager, so that to be able to decide the future objectives and to act for the improvement of the quality;
- to promote programs of formation and training of employees, to create business conditions to pursue the quality system and to optimise the process of growth in resources as strategic factor for the business future;
- to define accurate and concrete objectives short/average term in the quality system re-examinations and to systematically communicate the reached results to the employees.

I ask to all employees for:

- a constant appointment and all employees' involvement in order to reach quality objectives and to respect quality business policy;
- the continuous search for the improvement processes, in order to supply products and services of high quality;
- to start actions in order to prevent the happening of non-compliance with process and quality assurance system.

To achieve these objectives, Rilub S.p.A. respects some essential principles to implementation of its policy:

- compliance with laws and contractual regulations;
- continuous improvement of the quality by the individual accountability for employees;
- accountability of the responsible for areas on the work quality made by employees;
- training for all staff at quality system;
- internal audits aimed at supervision of quality system;
- appointment of the **Direction Representative and Quality Assurance Manager**.



Managing Director
Dr. G. Giordano

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