

## Policy of Quality (According to Std ISO 9001:2015)

COELBO S.r.l. stated to create a Quality Management System in compliance with Std ISO 9001:2015 related to following activities:

*“Designing, Manufacturing and Marketing of explosion-proof equipment and relevant accessories for electrical plants with presence of explosive atmosphere.*

*Assembling on behalf of a third part of equipment and relevant accessories for electrical applications with presence of explosive atmosphere”.*

Management considers Policy of Quality as solution for obtaining a constant improvement of its own performances. It is part of Company’s global strategy which has as main aim company profitability hence its permanency on the market for a long time and it is based on following targets:

- Grant full respect of legally binding requirements related to equipment intended to be used in hazardous areas for explosive atmosphere presence;
- Monitor constantly Customer Satisfaction Level for improving perceived Quality;
- Manage survey of all internal processes, constant improvement of Management Quality System and reducing of failure cases in organizing activities and in company’s actions.
- Support staff’s skill, awareness and participation, keeping the whole organization aligned to technological evolution of our own field;
- Grant staff’s healthy and satisfaction as well as an efficient collaboration atmosphere;
- Survey all suppliers so that to obtain a suitable purchased goods’ quality prior to deliver them to Customers;
- Properly manage and keep efficiency of facilities and equipment in order to avoid unexpected events and out-of-service situations;
- **Properly manage suppliers list sharing orders among different firms so that to avoid bottlenecks and related delays/overlapping in accounting activities.**

Further Quality targets will fixed at least on annual basis on the occasion of Management’s global survey activities.

In order to match above Quality Targets, Management commit itself:

- Start up, keep and constantly improve a Management Quality System in compliance with Std. UNI EN ISO 9001:2015;
- Entrust to Quality Manager the full responsibility and authority for guarantee all what is foreseen by Management Quality System;
- Periodically survey Management Quality System, through internal Audits, for verifying relevant respect;
- Guarantee that Policy of Quality is correctly transmitted (through meetings and published internally of the Company’s facilities), understood (verifying it during internal audits or at the end of each meeting) and applied by all corporate levels as well as available on Company’s website;
- Satisfy customers’ needs which means:
  - Grant compliance with contractual, technical and quality requirements;
  - Improve product and service reliability;
  - Consolidate Customer’s Satisfaction;
  - Update and improve production range with a suitable and constant R&D activity;
  - Integrate production range with certification and manufacturing of electrical apparatus covered by protection mode different from historic Ex d;
  - Conform to incoming needs each different manufacturing equipment keeping them aligned to latest technologies present on the market consistently with available economic resources;
  - Develop and optimize processes and know-how;

Emesso il:	16/01/2024
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- To keep in contact with customers by managing presence to one per year International Exhibition of our own involvement field (always travelling in different world areas so that to obtain a complete coverage of all business markets in which COELBO is introduced in);
- Consolidate existing partnerships and/or establish new ones worldwide so as to favour timeless both in terms of technical support and in terms of material availability towards new potential customers.
- Train and develop resource which means:
  - Implement new internal competences suitable for properly facing sudden modification of workload & activities which must be managed/dispatched;
  - **Manage internal staff implementing the same in whatever department it may be necessary, preferring individual inclination so that to support at the best each own motivation and gratification during daily activities;**
  - Improve internal Staff's level of skill, professionalism, involvement and motivation;
  - Assist Company's cultural growth and resource of incoming problem reasons;
  - Implement new working procedures based on instruments (hw/sw) which are able to expedite, granting higher precision, each manual activities currently on going;
  - Manage existing facilities, enlarging them if possible and/or adapting / maximizing use of available areas and volumes through most recent technologies enforceable.
  - Grant an high-level maintenance, safety and reliability activities of all equipment placed at disposal;
  - Grant a favourable working atmosphere;
  - Keep suppliers' performances as much effective as possible.
- Communicate Company's strategy focused to:
  - Obtain a constant improvement of performances;
  - Assist problem solving and preventive activities;
  - Root the sense of involvement of personnel so that to create a proactive as well as collaborative relationship;
  - Measure its own performances systematically in order to increase effective results;
  - Consolidate organization and corporate dimension;
  - Increase customers quantity and comprehend market needs so that to be really market-driven.

**COELBO S.r.l.** fixed both external and internal main factors for its own aim and strategy, same factors which have influence on its capacity of achieve foreseen results for being in compliance with Management Quality System. Such evaluation is supported and present in the Management Survey Document, updated at least on annual basis or when any of involved factor may be subject to modification.

The same evaluation imply also a revision of Risk Assessment Analysis (Mod.RDR) and of subsequent Improvement Plan (Mod.RCR).

Brugherio, 2024/01/16.

Emesso il:	16/01/2024
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