

Quality Policy

Nuova Tubital's primary purpose is to compete in the supply of pressure and mechanical components and semi-finished products, as well as of skid systems used in chemical, petrochemical and pharmaceutical industry on both a national and an international scale, and to provide pre- and post-sale assistance in compliance with pre-set contract terms.

In order to achieve this goal, our Management intends to carry out a stable business strategy whereby customer satisfaction and the improvement of products/services are regarded as our main objectives. Such strategies are aimed at developing faithful customers as well as establishing a reputation of *Nuova Tubital* as a reliable supplier.

In order to make sure that our Customers' requirements are always met, our Management board, alongside our Quality Representative, will commit themselves to:

- plan and maintain a Quality Management System in compliance with UNI EN ISO 9001 regulations;
- verify that the above-mentioned plan is thoroughly understood, correctly carried out and effectively performed within our company, and that our Customers realise its efficiency/efficacy; corrective and preventive actions may consequently be carried out in order to promote a continuous improvement of our system.

Achievement of our objectives is therefore constantly dependent upon:

- the pursuit of technological and normative update during the planning and development stage;
- the research and implementation of production activities aimed at satisfying our Customers' ever evolving and diverse requirements;
- the promotion of technological innovation aimed at implementing the improvement and renewal of production activities.

The correct implementation of the above actions is secured by developing internal resources, which entails adjusting our facilities to production requirements and activating our personnel's training and education.

Moreover, in order to guarantee a correct management of human resources, responsibilities and roles will be individually and clearly defined and documented, by creating appropriate, efficient and effective communication channels among the interested parties.

All this will be carried out in order to:

- optimise our production activities;
- prevent any possible cause of non-conformity concerning products/services;
- make sure that workplaces are appropriate and adequate to current safety and environmental regulations;
- achieve pre-set economic objectives, thus ensuring the gradual improvement of our quality standards through the re-introduction of produced resources.

To support previously arranged business strategies, our Management intends to carry out periodical investigations of our Quality Management System and to define both the objectives we regard as necessary to guarantee the development and improvement of our society and the (always appropriately readjusted) parameters for the monitoring/measurement of our System.

The present policy represents our commitment to any potential Customer as it is undertaken both by our Director/Management board and by the *Nuova Tubital's* staff as a whole, and will thus be implemented by ensuring everyday effectiveness.

Marghera 17th November 2009

The President

NUOVA TUBITAL

Società cooperativa per azioni

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