

San Martino di Lupari 14 July 2017

## **QUALITY POLICY**

### **PREMISE**

OZ Spa started the implementation of Lean Production in September 2002. Since then, more than 135 Kaizen events have been organized with the participation of over 400 improvement Teams and the whole "Quality Policy" has been based on the improvements achieved through this work system.

OZ Spa considers the quality of all company processes as the first factor for the achievement, maintenance and improvement of company competitiveness, which is fundamental for achieving the objectives set.

The continuous improvement of processes, the involvement of human resources, the consistency in strategic choices, the satisfaction of customers and stakeholders through LEAN activities are the four pillars of the OZ philosophy of quality:

#### **1. Continuous improvement of processes**

The company is organized for processes able to generate value, on the product and on the global performance, in order to be perceived by the customer. It therefore continually seeks solutions and operating methods that allow it to be at the forefront, both as technology and as organization, in all business activities that influence quality, preventing possible non-compliance.

In this process, OZ involves all internal and external structures including suppliers.

OZ aims to contain costs by promoting the efficiency and effectiveness of each process and obtaining competitive sales prices that allow a profit such as to guarantee the necessary investments for innovation and the achievement of the established objectives of corporate growth.

#### **2. Involvement of human resources**

OZ promotes the knowledge and understanding of all the internal and external collaborators of company policies, processes and their responsibilities related to LEAN ORGANIZATION, giving opportunities and creating motivation and involvement.

It operates in full compliance with the contractual conditions as well as with current regulations and legislation, with particular attention to the environment and safety in the workplace.

Every person in the company has the opportunity to influence quality and must therefore employ their professionalism, experience and daily activities to ensure compliance with the established requirements and keep in mind that everyone's commitment is reflected directly on the company results.

#### **3. Consistency in strategic choices**

OZ maintains and consolidates the Total Quality System by applying continuous improvement with the development of LEAN and increases its effectiveness. Each of its choices is always consistent with this philosophy.

It aims to grasp all the possible opportunities that the market can offer while operating a detailed analysis of the possible risks to avoid any possible unexpected events during its development.

#### **4. Customer and stakeholder satisfaction**

OZ identifies customers' needs and expectations and seeks their satisfaction, not only by guaranteeing the conformity and suitability of their products to the required requirements, but also and above all by improving the level of pre and post sales service by placing their needs at the base of its evolution and technological innovation.

It promotes partnerships with customers to improve the development of new projects.

The continuous development of the quality system and the best possible inclusion of the company in the local context is promoted, while maintaining its vocation to the global market and aiming at the simultaneous satisfaction of shareholders, employees, external collaborators and the community.

For the implementation of these points, the Management identifies clear, achievable and measurable objectives and undertakes to operate continuously to verify the adequacy of the resources, processes, activities and improvement methods applied as well as the effectiveness of this policy, in order to guarantee the achievement of the objectives and the full implementation of the strategic directives.

Amministratore Delegato OZ s.p.a.  
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