

Quality policy

The maintenance and development of Siderpighi S.p.A's leadership in selling and machining welded and seamless steel pipes completely satisfies the customers' and stakeholders' needs. DIR firmly believes that in order to successfully lead the Organization it is essential to:

- have a systematic approach that is visible and understandable by everyone
- determine risk factors and the opportunities that have an impact on the QMS (Quality Management System) so that it can achieve its goals
- conceive, maintain and use a QMS that is designed to constantly improve all activities taking the stakeholders' needs into account.
- apply the following seven quality management principles that are necessary to achieve our goals:

The focus on the customer. The quality management mainly focuses on the satisfaction of the customer's needs and on exceeding the expectations.

Every aspect of the interaction with the customers is an opportunity to value them and the Organization.

The leadership. The leaders by all means establish universal values and working conditions in which everyone cooperates to achieve the goals required by the Organization.

The leaders consider the risks related to business activities and processes analyzing and monitoring the context in which Siderpighi S.p.A works. They also take into account possible impacts on the stakeholders.

The management provides the necessary resources to manage and reduce individual risks.

Involving people. People who are competent and engaged in every sector of the Organization are essential to improve the ability to create and provide value.

Processual approach. Constant and predictable results can be more efficiently achieved when all activities are managed as linked processes that take place coherently and all sectors work in harmony to achieve the goal.

Improvement. Successful organizations constantly focus on improvement.

Decisional process based on evidence. Decisions based on data analysis and evaluation help achieve the desired results. The decisional process can be complex and always retains a component of uncertainty. It's important to consider the relations of cause and effect and potential accidental consequences.

The facts, evidence and data analysis leads to better objectivity and trust concerning the decisional process.

Relationship management. To ensure a long-lasting success, organizations manage their relationships with stakeholders (customers, providers and contractors).

The Organization's QMS is the required tool to achieve the goals established by the management.

It describes and defines the Organization, the resources, the responsibilities, the procedures, the norms and all management rules for all business sectors established by the area managers.

DIR promotes the application, improvement and development of the QMS and ensures that all co-workers comprehend and share the quality management principles.

For this reason the staff is required to stick to the management manual and its documentation.

At the beginning of the year DIR publishes a management plan including the business improvement goals.

It will be the QSM manager's duty to monitor said plan.

DIR periodically checks the adequacy of the QSM, the quality policy and other indicators and operates when improvements are needed.

The direction
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