



QUALITY POLICY

DAB Pumps ascribes to Quality a great importance as part of the whole organization and considers it a crucial parameter for the continuous growth of the group.

Quality System in DAB is based on the attention to the customer and his needs, concepts that must permeate all the company's activities, from the commercial start up down to product development and purchase activities, production and distribution and to marketing services.

It is the responsibility of the **Corporate Management** and of the management of main site and local sites, either branches or plants, to implement the Quality Policy and assure the effectiveness of the quality management system, to set targets for all the relevant processes and assure also that the quality targets of the single processes and functions are coherent with the company's targets and with the customers satisfaction.

Head of Group Quality has responsibility and main task to further increase the effectiveness of the Quality and ensure alignment of all companies in the group to the established policies.

In the 2020-2025 strategic plan, the Corporate management, after a deep analysis of its internal and external context, confirms as "key focus area" the strengthening value proposition, deployed in the following points;

- A key part of our value proposition is our good enough quality and service level (customer perception), furthermore, to stay competitive going forward, we need to lift the quality and service level;
- As such, we have introduced a no compromise policy on product quality in terms of robustness, reliability and reduced environmental impact;
- In addition, we will continue to monitor all activities needed to serve the customer, identifying Risks and Opportunities in order to reduce the first ones and get the second ones;
- Finally, we'll be dedicating resources to reinforce branding and imaging of DAB which will also help our sales organisation in the emerging markets.

The process of product development has the purpose of realizing robust and reliable products, having the functions requested by customers and that can be produced with zero defect policy and a reduced environmental impact. To obtain this result the attention is focused on all the possible potential defect prevention activities and therefore on methods that allow an early resolution of problems at the mean time will pay attention to alla the new technology that could reduce the environmental impact. Key point of this action is the reference to a procedure of Advanced Product Quality Planning (APQP), already implemented and periodically reviewed to be adherent to the new expectation.

The **management of quality in production** has as reference the principle of "zero defects", based on the high processes capacity and on the full responsibility of the staff on their job.

All the **suppliers**, considered as strategic partners for the business, are part of the continuous improvement processes and are therefore subject to the attention of the group, starting from the moment when they are selected and in all the phases of products and production processes.

The **after sales service** and the claim and returns management represents of the improvement areas, where the efforts must be concentrated to satisfy the customers needs and bring in our organization information to feed the continuous improvement of products.

To assure that all the quality targets can be reached, DAB Top Management supports, finances and make all the possible effort to make the quality management system understood and applied. The verification will take place every two months during specific meetings, where will be assured the presence of CEO, focusing on the implemented actions and on non conformities resolution activities.

DAB Pumps works to maintain and improve its own quality system in respect of ISO 9001:2015 scheme.

All process indicators are considered as essential for an effectiveness company management, so a dashboard with cross-functional KPIs has been created to have a good company overview; in particular, the focus is on targets for customers returns and internal scrap, judged as tools to improve the quality system performances.