



QUALITY MANAGEMENT SYSTEM

QUALITY POLICY

QMS DOCUMENTS

For over 60 years, A.D.R. S.p.A. has been constantly involved in the design, development, production and marketing of axles and suspensions for towed vehicles, processing machines and farm machines.

A.D.R. S.p.A. is committed to pursuing a policy in which attention to customers and the continuous improvement of the performance of corporate processes are distinguishing factors in a highly competitive market.

In line with the strategies and general growth objectives, the Management, through a risk-based approach ("Risk-Based Thinking"), promotes:

- The crucial role of Customers for the company's success and the improvement of the company's image in the market, aimed at increasing the number of customers, raising turnover and entering new areas of the market;
- The needs and satisfaction of the parties involved (Customers, Employees, Partners and Civil Society);
- The continuous improvement of product quality and of the performance and efficiency of operating and support processes;
- Care in customer communications and support;
- The culture of quality at all the levels of the organisation;
- Protecting the environment and the health and safety of staff in the workplace.

By providing all the necessary resources and ensuring that the planned objectives are compatible with the context and its strategies, A.D.R. S.p.A. is therefore committed to:

- Complying in full with the current laws and regulations;
- Pursuing the continuous improvement of results by translating shared legal requirements into operating procedures and practices;
- Increasing customer satisfaction by translating customer needs and expectations into process requirements;
- Keeping the quality of products and of the services provided under control through systematic monitoring activities and by measuring processes and achieved results;
- Improving internal efficiency and efficacy by using the best operating and organisational methods in the market;
- Maintaining and developing professional knowledge and skills through continuous education and training activities;
- Promoting the involvement of human resources by organising events to raise awareness of the importance of every role in achieving the established objectives;
- Paying attention to employee satisfaction by guaranteeing continuous monitoring of their needs and expectations.

The pursuit of the Quality policy translates into the Management's commitment to continuously improving its performance.

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Flavio Radrizzani (Chairman)

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