

## QUALITY POLICY

*Fratelli PETTINAROLI SpA in the last 70 years increased his importance in the domestic and international market, becoming well known for his economic, productive and qualitative competitiveness.*

*Fratelli PETTINAROLI SpA and TSM Galvanocromo Srl wish to qualify their processes between the most important European and world producers in the area of taps and valves for water, gas and heating, as well as in solar thermal plants and galvanic processes.*

*Both companies can ensure their growth and success only minimizing risks connected to quality defects.*

*The objectives, that such quality policy requires are:*

- *respect of the laws in force,*
- *obtaining quality targets at minimum cost and without waste of time,*
- *continuous quality improvement,*
- *flexibility as the ability to adapt to external stimuli if justified,*
- *timeliness, that is the ability to adapt, respond and be ready on time and without delay.*

*Therefore to fulfill the objectives, the key requirements are:*

- *consider and evaluate all safety, environmental and energy standards at the time of design and study of new products or new processes,*
- *respect design requirements during manufacturing,*
- *use of resources to obtain a product that meets the quality and contractual requirements, in accord to national or international standards*
- *assess the effectiveness of the Management Systems (Quality, Environmental, Energy) with periodical audits,*
- *measure the performance processes to verify the continuous improvement*
- *analyze the satisfaction of existing and potential customers.*

*The attitude of everyone in Fratelli PETTINAROLI SpA and in TSM Galvanocromo Srl must be persistently influenced by customer satisfaction evaluation.*

*Since everyone has the opportunity to influence the quality, environment and energy performance, we must ensure the maximum efficiency and effectiveness, as each provides the other, in terms of product, service or performance.*

San Maurizio d'Opaglio, 26 March 2012

**The Company President**

*Laura Fortis*