

UNI EN ISO 9001: 2015 Company Quality Policy

With the aim of enhancing technical skills, human heritage and increasing efficiency, DMA has adopted a Quality Management System based on the international standard UNI EN ISO 9001: 2015.

This implies the corporate commitment to define and use a process approach aimed at achieving three objectives:

- Effectiveness, aimed at improving customer satisfaction.
- Efficiency, aimed at optimizing internal and external resources.
- Flexibility, specific for a dynamic organization, that is, capable of re-adjusting itself in relation to internal changes or requests from outside (customers and market sector competition).

The company processes take into account the continuous improvement of the Company Management System which considers and satisfies an heterogeneous set of requirements, consisting of:

- UNI EN ISO 9001: 2015 requirements
- mandatory requirements applicable to the business;
- requirements implemented by the customer system, including all interested parties;
- specific metrology requirements, as the company only produces measurement and measurement management systems;
- other business requirements.

The Quality Management System ensures the consolidation and development of the Company's position in the market sector in which it operates. The achievement of this goal requires the activation of strategies to ensure:

- the highest attention to the needs and expectations of the customer;
- the continuous and measurable improvement in the performance of the entire corporate structure;
- Awareness and motivation of human resources;
- The costs reduction, through process improvements, to be translated into economic benefits that can be shared with the customer and workers for a better value for money.

Quality must be understood as a corporate value in which everyone is reflected, while the tools provided by the Quality Management System must be seen as a support to improve their work.

In order for the Quality Management System to ensure maximum added value to company processes, it must guarantee the improvement of methodologies and technologies, the re-evaluation of human resources, the acquisition of the most appropriate technical knowledge, the accurate management of information on the results achieved.

DMA adopts the philosophy of continuous improvement, taking advantage of all the indications obtained from the systematic detection of its weak points.

For DMA, the fundamental points of the Quality Management System are represented by documented information relating to the processes and their planning and control as a management tool for each business activity.

The founding values of the company policy are also dedication to the customer and interested parties, professional excellence, reliability of the products and services offered, transparency, fairness, innovation and creativity.

The aforementioned corporate Quality Policy guidelines, indicated and kept updated through this document, translate into specific commitments by the Management, which establishes the following:

- Ensure the evolution of the products and services offered to customers while ensuring the maintenance of the high level of reliability achieved.
- Thanks to the stability achieved over the years, DMA's products and services have reached high quality levels with customer satisfaction and with minimum percentages of returns in the warranty period but it is necessary to commit to guaranteeing the maintenance of these quality standards.
- It is necessary to show availability and manage customer requests competently using all the tools necessary to expand the number of customers who rely on DMA for the solution of their needs.
- DMA's operational management has direct responsibility for the Quality Management System, undertakes to periodically set the concrete and achievable objectives indicated in the "Management Review" document, to make available all the necessary resources (human, technical and financial) to pursue the aforementioned objectives and to verify their achievement through the system review.

It is ensured that the needs and expectations of the customer are clear in the existing processes and that its degree of satisfaction with the products / services provided is detectable.

Constant control is ensured on the quality of the products marketed, through verification actions in the salient phases of the design and systematically, on each piece produced, at the end of the production cycles.

The management of DMA undertakes to ensure that the guidelines outlined here are disseminated and assimilated by all staff working at different levels by exploiting all the internal communication tools activated.

Each person operating within DMA is called to actively participate in the commitment deriving from this policy: the awareness and sense of responsibility of each must always be fueled by the certainty of obtaining a constant optimization of their performance.

Torino, October 5th, 2017

The Managing Director

