



ATENA S.P.A. HAS A QUALITY  
MANAGEMENT SYSTEM CERTIFIED  
BY RINA IN COMPLIANCE WITH  
**ISO 9001**



## QUALITY MANAGEMENT SYSTEM POLICY

Atena S.p.A., company founded in 1988 in Gruaro (VE), designs, produces and sells metal **false ceiling** and **external coverings** and own accessories. Moreover, Atena sells false ceilings and partition walls in plasterboard, fiber, lighting elements and thermo-acoustic material.

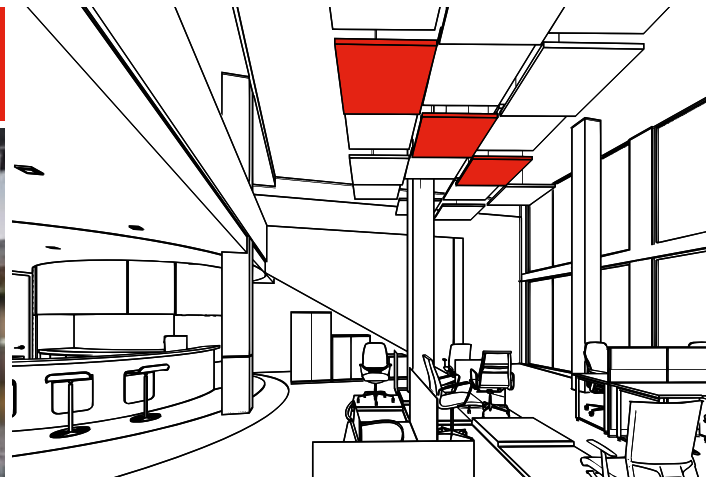
By implementing its **Quality Management System**, ATENA SpA Management assumes a commitment by which it aims to ensure quality in the realization of its product, in order to meet the expectations of the Customer and the other Parties involved and strengthen the image of reliability and competence achieved in the sector over the years, as well as to achieve additional benefits for own Organization. The **Quality of the service offered** by ATENA SpA is therefore an essential aspect in the management of the Company.

Atena SpA has defined for the next period the following Strategies aiming at satisfying the requirements and needs of the main Parties involved:

- Being **leader in the reference market**
- Constantly **innovate the product** to anticipate the competitors and to satisfy the market's needs
- Maintain **high quality standard** in the products with effective verifications
- Guarantee **minimum delivery times**
- Being flexible in satisfying the Customers requests, through product customization
- Offer a **complete range of products**
- **Increase contract profitability** by working on process efficiency

The Quality Management System involves the analysis of the context in which our company works, together with the identification and following analysis of the risks / opportunities to which it is exposed; it includes the definition of the Targets for the quality of the product and of the processes at all levels of organization (consistent with the Strategies underlined above), the measurement and monitoring of the target achievement through a system of indicators, the analysis of the results and the definition of appropriate improvement actions.

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The Targets for Quality for the next period are the following:

TARGET	MISURE
A. PRODUCT INNOVATION	<ol style="list-style-type: none"> <li>1. Development/Improvement of the products and possible patenting of the solutions developed</li> <li>2. Guarantee product compliance of the product to the most recent Technical standards</li> </ol>
B. IMPROVING DELIVERY TIME	<ol style="list-style-type: none"> <li>1. Digitalize the processes through proper management software</li> <li>2. Invest in flexible and automatized machinery</li> <li>3. Give responsibility to Staff according to the Targets</li> </ol>
C. IMPROVE PROCESS EFFICIENCY	<ol style="list-style-type: none"> <li>1. Introduce Lean techniques and methods to reduce company waste</li> <li>2. Re-organization of the process to adapt them to the company strategies</li> </ol>
D. IMPROVE PRODUCT AND SERVICE QUALITY	<ol style="list-style-type: none"> <li>1. Provide effective technical-commercial assistance to customers</li> <li>2. Improve Staff skills by internal and external training and information to increase awareness and corporate culture</li> <li>3. Keep good relationship with suppliers in order to gain mutual benefit and development of Quality</li> </ol>
E. IMPROVE WORK ENVIRONMENT	<ol style="list-style-type: none"> <li>1. Improve work environment comfort</li> </ol>

*Implicitly, these quality objectives involve a **commitment of continuous improvement** both in meeting the needs of the customer and working staff, and in defining the specifications of products / services, in order to be able to **constantly monitor and evaluate the evolution** and maintain levels of quality in line with the main needs of the market. The **achievement and maintaining of the listed targets**, as well as determine advantages of unquestionable consistency for the Customer (as quality and conformity to the produce use) and for the Staff, will be a benefit also for Atena SpA in terms of reduction of costs, waste, disputes and disservices. In relation to what has been implemented, this Policy and the Quality Targets are reviewed to ensure their continued suitability. This Policy, the context and risks, the Targets and results achieved, are spread to all the company levels and externally, to Customers and all involved Parties. **All the staff is called to cooperate** so that the commitments expressed in this Policy will be respected and implemented.*

Guaro, 2018

The Company Manager  
 [Mauro Barbuio]