



# SAIP

## QUALITY POLICY

QP – Rev. 3 of 11/08/2023

**SAIP's** main objective is the satisfaction of its customers.

**SAIP** implements the Quality Management System (QMS) according to the UNI EN ISO 9001 standard as a tool for implementing its Quality Policy and pursuing continuous improvement; this is directed not only towards Customers, but also towards the staff, the territory and the community in which we operate.

SAIP's QMS encourages the involvement and participation of all employees and is constantly updated to ensure its effectiveness and efficiency.

SAIP's objective, mission, guidelines and priority values reflect the principles with which the company management determines the strategic choices for business development on the one hand, and the behaviour guidelines for employees and collaborators on the other, working with unity of purpose to achieve the planned result.

SAIP's corporate mission is the "Design and manufacture of hydropneumatic accumulators and pulsation dampers".

The company has recently invested in new professional figures having the task of organizing, defining and coordinating the current activities as well as developing safety and environmental issues for the purpose of certification and maintenance.

The staff is involved in company decisions by means of information boards and regular meetings aimed at an increasingly necessary confrontation to achieve a common goal.

Our main values are the satisfaction of our customers, our suppliers and partners and our employees as well as the respect for the safety of people and the environment.

In order to implement its Quality Policy, SAIP commits to:

- Involve, motivate, make people aware and valuing them through organizational interventions and training;
- Promote the continuous improvement of processes, services and products to achieve effectiveness and efficiency, eliminating - through prevention activities - all forms of inefficiency and waste, aiming at customer satisfaction;
- Create a mood of trust and reliability with customers by offering superior quality products and services that bring added value to their business;
- Handle Quality Audits c/o critical suppliers for their more efficient evaluation, allowing the best choice in the absence of customer constraints;
- Develop the organization's awareness of sustainability issues, with particular reference to the environment and social responsibility, in support of the health of the planet and better working conditions for internal employees and the supply chain that the company involves;
- Pay attention to gender equality aspects, by ensuring equal treatment to its resources;
- Use technologies and products with a low environmental impact in respect of the territory and the community, in compliance with current laws;
- Ensuring compliance with quality and worker health and safety regulations;



QP – Rev. 3 of 11/08/2023

- Ensuring compliance with environmental regulations by promoting separate waste collection in all company areas, as well as measures to save energy and reduce consumption;
- Periodically update the calibrated internal tools in order to be constantly in line with the testing activities and controls required in production;
- Constantly monitor internal and external context factors and the related risks and opportunities in order to keep the Quality Management System and related processes under control;
- Acquiring new machinery, developing new testing and assembly areas, training and organizing company staff with an improving vision related to the activities to be undertaken and the related results achieved.
- The Quality Policy is integrated with other company policies and strategies aimed at improving productivity, profitability, reliability and reputation.
- SAIP annually defines improvement targets on which to measure and evaluate the validity and effectiveness of its QMS.
- The Company also aims, through the necessary training and appropriate education of its employees, to fully comply with the current legislation, regarding the activities carried out, the mandatory requirements for the products supplied (in particular PED and ASME) as well as ethics, environmental protection, and the health and safety of workers.
- The Quality Policy and the targets we have set ourselves can only be achieved if we are convinced that our first and irreplaceable resource is our people with their skills and experience, the enthusiasm of the youngest, the experience of the oldest, their creativity and their desire to be a team.

Opera, 11/08/2023

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**Cap. Soc.** € 99.000,00  
**P.IVA** 10218550159  
**CCIAA** 1357995 Mi  
**Reg. Trib.** Milano 0313066  
**Vol.** 7843 **Fasc.** 16