



**BUSINESS QUALITY
POLICY
DERBY S.R.L.**

Attached 4

The Quality Policy pursued by **DERBY S.R.L.** defines quality requirements which fully reflect the Customer's needs and increase the efficiency and the efficacy of activities and processes in favour of the Company and of the business Customers.

The goals relating to the quality expressed by the Management are the following:

- constantly cooperating with the Customer for the definition of contractual requirements;
- identifying, through an accurate evaluation, the risks and the opportunities relating to its own organisation and business;
- operating, in respect of current standards, rules and regulation, in order that the Customer's satisfaction must be guaranteed;
- complying with the qualitative standards previously arranged and, at the same time, enhance them in line with the Customer's needs in terms of costs, on-time deliveries, willingness and reliability;
- developing the company's processes and implementing the introduction of new technologies and solutions aimed at the continuous enhancement of the manufactured product's performance;
- reducing the environmental impact of its own processes;
- raising quality culture in people performing in the workshop and in the body shop, by facing the topic of **QUALITY** from a strategic and operational point of view;
- ensuring the essential profit margins through the realisation and sale of items.

In order to ensure the implementation of Quality Policy, **DERBY S.R.L.** commits to:

- tracking the activities which affect the product quality, and plus, collecting and analysing data that allow to define and implement prior actions aimed at the removal of causes of potential non-compliance;
- powering staff's motivation via implementation of personal growth and of quality awareness programs, addressed to every company level;
- thanks to the analysis of non-compliance charged to internal operating processes, intervening in the most critical areas with corrective measures for working procedures and for staff training;
- optimising the general efficiency of the company through a careful and constant management on processes, resources and detection of Indicators of Quality;
- constantly tracking the level of supplied products according to a precise timetable. The aim is to offer the Customer a service in line with the qualitative standards of the company;
- in **DERBY S.R.L.** the two special processes, such the coating and the welding, are being performed by a properly skilled staff, in possession of special licences;
- consistently enhancing the level of the service offered to the Customer by always pursuing new focus and achievements;
- introducing new technologies with the purpose of improving the qualitative standards, of optimising the processes in terms of working time and decrease of material and energetic consumption. The final goal is to obtain, in medium term, advantageous financial savings;
- reducing the environmental impact of activities, thanks to the introduction of new technologies which are able to reduce the material and energetic consumption;

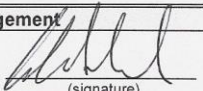


**BUSINESS QUALITY
POLICY
DERBY S.R.L.**

Attached 4

- identifying the always new and ever-changing Customer's needs through a careful analysis on his/her satisfaction and deducing therefore the impact of improvements made to the National System;
- through a regular analysis of what previously mentioned, verifying the impact on the improvements System thanks to these analytical data.

These aims are proposed by DIR, pursued by the Heads of Company Departments and brought to the attention of the entire Staff performing in the Company. The improvements have been made to the System and to the operational phases, as a result either of the Management Review, or of special Corrective Actions developed by the Management.

Rev	The Management	
01	02.11.2020	 (signature)