




Public	DIR-POL_24-73-Quality Policy ENG- _rev.0-29/08/2024	
 Roboze S.p.a Via V. Auliso n. 31-33 70124 - Bari, Italy info@roboze.com www.roboze.com VAT: IT07513040720	Quality Policy ENG	Rev.0
QMS	24-73	29/08/2024

The management of Roboze S.p.A., aware of the central role of quality in pursuing its purpose and values, has decided to develop an internal Quality Management System (referred to as QMS) in accordance with the UNI EN ISO 9001:2015 and EN 9100:2018 quality standards.

The objective of the QMS is to systematically and thoroughly ensure a high level of quality in the implementation of internal processes and in the provision of products and services that consistently meet the needs of our customers and the requirements of the various industrial sectors in which they operate.

This Quality Policy aims to summarize some essential elements of Roboze’s commitment to excellence, which it seeks to achieve through its QMS:

- Promote a culture of quality with the goal of developing, producing, and delivering defect-free products and services that are considered reliable and consistent by customers and the market in which Roboze operates, ensuring the best possible customer experience and brand recognition.
- Identify and correctly interpret the needs and expectations of Customers and stakeholders, translating them into appropriate product/service specifications, business objectives, and strategies.
- Identify and prevent different types of internal and external risks. Manage any non-conformities by identifying solutions and pursuing every opportunity for improvement.
- Ensure timely responses and collaboration with customers and suppliers, with the aim of creating shared value.
- Ensure compliance with relevant laws and regulations as well as internal requirements.
- Ensure the implementation of a continuous improvement philosophy through the monitoring of indicators and the execution of audits across all processes, with the goal of strengthening the QMS and, consequently, the products and services offered to customers.
- Encourage participation and responsibility in quality matters among all employees and third parties through standards, instruction, training, coaching, supervision, and effective communication.

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- Establish a business differentiation lever with a high-level offering in the field of Additive Manufacturing.

The Management is committed to defining objectives and strategies, documenting them, and deploying them to ensure that the Quality Policy is understood, implemented, and supported at all levels of the company. The Management also commits to providing the necessary technical, economic, and human resources to achieve these objectives.

In this context, the staff and collaborators of Roboze are expected to take an active part in initiatives aimed at the quality of products and services, regardless of their role, but in relation to the operations and their interdependencies defined through the QMS processes.

Bari, 29/08/2024

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