



QUALITY POLICY

The **Roberto Nuti Group** has established and maintains a Quality Management System that complies with the requirements of ISO9001:2015; the Quality Policy is considered an important tool to promote the continuous improvement.

The mission is to consolidate over time the position of leadership in the sale of shock absorbers, air springs and spare parts on the national and international market of second equipment of industrial vehicles.

In **Roberto Nuti Group** the commitment is to maintain and increase the customers satisfaction by providing services and product of high quality, in compliance with the internal and contractual specifications, rules and applicable regulations.

At the basis of success, the following strategic factors must be considered:

- **QUALITY AND SAFETY**
The quality and safety are always taken in account and guaranteed over time.
- **CUSTOMER SERVICE**
It is important to provide customer support, from the offer to the after-sales service. The claims shall be managed efficiently.
- **TIMELINESS AND PUNCTUALITY**
The compliance with deliveries is a key point. The company should support the customer in the best way in terms of timing and punctuality. Therefore, it is necessary to balance the product availability and the stock rotation appropriately.
- **PRICES**
The attention to the customer is also through the selling price, now very competitive.
To make it possible, continuously we are looking for a way to increase sales volumes and take into account the reduction in margins.
- **HUMAN RESOURCES**
The valorisation of the people, the attention to respect their needs and ethical principles represent a value for the **Roberto Nuti Group**. Human resources represent the “engine” of the company, they drive and coordinate whole processes, collaborating in harmony, to achieve the goals, including the customer satisfaction.

POLICY OBJECTIVES

The Direction has set concrete objectives for the Quality Management System:

- the development and strengthening of the SABO brand, linked to a higher level of service than its competitors
- the managerial development of the organizational structure, in a program of strengthening and growth of skills
- the industrial consolidation of the RNB group with exploitation of all possible synergies with other plants
- the improvement of the suppliers ‘monitoring, especially those of components/ services linked to the shock absorbers, to obtain during the time a group of reliable partners able to assure the required standard
- the product range’s enlargement by developing new design solutions and/or improving the technical aspect

During the Management Review, the objectives and the performances are checked and evaluated by the KPI (Key Performance Indicators) regularly taking in account the following business prospects:

- Economic - Financial
- Customer Satisfaction
- Internal – process /product quality

The Direction is committed to disclose this Quality Policy, to make visible and keep it updated over time.

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*The General Manager
(Massimo Nuti)*

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