

## Quality Policy

*To make every company activity efficient, to optimize work systems, to insure that product/service quality meets customer satisfaction and contributes to ongoing improvement, and to avoid wasting resources, the management of WIZ Chemicals s.r.l. is committed to keeping our Company Quality System documented and active by enforcing continuous compliance to the requirements of the new UNI EN ISO 9001:2008 standard.*

*Under the current Quality Policy, the company fixes the targets to be met, indicating times, methods, responsibilities, resources and costs required to achieve them, during the year-end meeting when the next year's Quality Management Program is established.*

*The main objectives listed in the Quality Management Program, correlated where possible with the system indicators, are established in cooperation with the personnel of our various departments.*

*To achieve the objectives and to sustain the system's continuous improvement, our management will:*

- *ensure respect of relevant laws and regulations and of all agreed parameters;*
- *pursue ongoing improvement of the satisfaction of customers and of all involved;*
- *communicate this policy to all our employees, ensuring it is understood;*
- *guarantee constant policy updating through regular reviews during management meetings;*
- *guarantee effective internal audits to remove and, if possible, prevent non-conformities.*

### External Policy

*To implement these commitments, our management will:*

- *periodically measure customer satisfaction to identify strengths and weaknesses and maintain a factual database to pursue improvements;*
- *periodically measure supplier performance through an appropriate assessment procedure;*
- *control and optimize our own processes to limit deviations and prevent non-conformities;*
- *limit, whenever possible, waste of resources;*
- *avoid grounds for complaints from anyone involved and, should they occur, handle them effectively by finding and implementing agreed solutions;*
- *involve agents and distributors in the process of continuous improvement;*
- *ensure adequate communication.*

*Internal Policy*

*To implement these commitments, our management will:*

- *pursue involvement and motivation of all our employees;*
- *ensure specific actions to improve personnel's awareness and skills;*
- *guarantee a safe work-place;*
- *encourage, through regular dedicated surveys, identification of areas where improvement is possible;*
- *require from all our personnel the most conscientious respect of laws, procedures, and pertinent operational instructions.*

*We are confident that each one of us will act in respect of his/her own functions and competences, striving to meet the established objectives.*

Dairago, February 2010

CEO

*Dott. Guido Azario*