



SOCIETÀ INTERNAZIONALE LUBRIFICANTI S.p.A.

## Quality Policy

The certification of the Quality System according to the UNI EN ISO 9001 standard continues to represent for **SLI** the recognition of the commitment of the whole company in the constant search for improving the quality of products and services offered to customers.

With the adaptation of the Quality System to the new edition of the UNI EN ISO 9000:2015 standard, it is intended to further develop this orientation.

The objectives of the Company are the consolidation and expansion of the market share both in Italy and abroad: to consolidate by aiming at the loyalty of current customers, maximizing their satisfaction over time; and to develop, as economies of scale can be achieved only with volumes that allow us to remain competitive even in years of crisis and in a highly competitive market like ours.

In order to achieve the above goals, **SLI** is constantly committed to:

- Try to anticipate the needs of its customers creating a relationship of trust on a continuous and direct communication.
- Develop service techniques designed and built to meet the customers' needs, to anticipate their expectations and provide customized solutions that create added value for the final user;
- Study and understand the evolution of the market in which the Company operates and develop new high-tech products that follow technological progress;
- Speed up the distribution of products and services by adopting the most innovative and reliable technical tools, making the organization more efficient and using all the necessary potential;
- Constantly remember that our customers' success runs parallel to ours.

To fulfill its mission **SLI** intends to:

- Develop and maintain a Quality Management System as a tool to achieve the targets, respect the commitments undertaken, promote the continuous improvement of business processes, ensure the compliance with the mandatory regulations on the products and services;
- Adopt an integrated risk management system, in order to ensure that for all products manufactured the residual risk is reduced to a minimum, setting up an adequate risk management policy for the various hazards of the products;
- Focus every activity on the customer's needs to satisfy him better and faster in order to affirm a leading position in the market;
- Consolidate the relationship with its partners in order to ensure customers products of greater value, safe, reliable and high-tech at reasonable prices;
- Provide products and services that comply with all the requirements imposed by the laws in order to guarantee the safety and health of users, as well as of the **SLI** production staff.

- Diffuse a culture and an appropriate methodology in the organization so that anyone who works at SLI is constantly able to provide the best service expected by the customer;
- Encourage its personnel and management so that they can deploy their capabilities, interests and inclinations and develop their technical and organizational skills;
- Consider the Suppliers as partners, rather than mere suppliers of work and materials, to share with them the needs and expectations of the Company and its Customers.

In carrying out its mission, **SLI** is committed:

- Towards customers, to provide products and services of high quality that meet the regulations and, to demonstrate transparency and reliability, to ensure product quality at competitive prices through analysis and cost containment;
- Towards suppliers, to promote a profitable "alliance" so as to be able to be an active part in defining the performance and characteristics of the product, and to provide the necessary support to understand and define the Customer's requirements and the relevant mandatory requirements of the product;
- Towards employees to foster a spirit of initiative, encourage professional growth, ensure profitable and serene professional relationships, and guarantee a safe work environment in which everyone can be satisfied.

The general principles that have inspired the **SLI** Quality Policy in recent years obviously remain unchanged: compliance with current regulations on safety and the environment, documentation of activities through quality registration, creation of procedural and control standards as a reference for the execution of operations and staff training.

In the new System setting, the ability to constantly evaluate the analysis of the context in which the company operates and the related mitigation and / or incentive actions for risks / opportunities takes on further importance. The company is committed to undertake such analysis and to define the means of intervention to minimize risk while maximizing the opportunities offered by the System.

The periodic review of the Management System is confirmed by the top management of the Company, who maintain specific responsibility and authority for the development and consolidation of the system itself. Through the periodic review, the results achieved will be analyzed and consequently the quality objectives to be included and controlled through the continuous business improvement plan will be identified.

Vignole Borbera, 21/09/2017

**Società Internazionale Lubrificanti S.p.A. – SLI**  
The Chairman of the Board  
Dott.ssa Sarah Triboldi