

## QUALITY POLICY



To pursue DUMAREY Group Vision, Mission and Values DUMAREY Automotive Italia, DUMAREY Softronix and DUMAREY Propulsion Solutions are committed to implement and **accurate maintain the Quality Management System** (as requirement of UNI EN ISO9001-2015) to provide robustness to our processes and constant delivery of products and services, fully respecting legal, statutory, regulatory and contractual requirements, **in line with customer expectations and any interested parties.**

Quality Policy main directions are:

- Understanding Customer needs and creating a long-term Partnership with our customers and suppliers to launch innovative solutions for the fast-changing market on mobility, in the direction of ecological transition
- Looking for excellence and resilient approach to face challenges
- Keeping flexibility and agility in everything we do
- Moving faster from concept to production, with safety, environment, quality and cost under control

### Policy Objectives

- Quality Management System (QMS) is designed to:
  - Respond to legal, technical requirements our Company, products and services are submitted to;
  - Comply with UNI EN ISO9001-2015 requirements
  - Comply with Customer requirements
  - Respond to any Company policy and rules DUMAREY Automotive defined to operate and guarantee business integrity, through effective process governance
- Promote a constructive and trustable partner relationship (with customers and suppliers) to deepen customer expectations understanding, to select suppliers in line with Company values and constantly increase customer satisfaction
- Ensure resource availability, information and competences to allow QMS to properly operate through its processes, roles and responsibilities and periodic controls to assure constant quality for our deliverables and final products and services
- Train and develop our people on new and necessary skills and competences, providing framework and goals to their role within the Organization
- Promote values and behaviors in line with Company Vision to support Company goals to feed employee engagement and accountability
- Promote lean process approach to maximize productivity, minimize waste, reducing lead time and cost to reach and improve product and service quality

# DUMAREY

- Protect the customer providing:
  - our product with no defects, taking care of the entire material flow and assure **non-conformity materials** are promptly identified, tracked and segregated, thanks to technical requirements and rules of acceptances
  - our services “error proof”: taking care of design, experimental data, analysis results through risk assessment and FMEA tools, methods and defined controls points at various stages of development of the activity
  
- Pursue continual improvement approach on processes, products and services we provide, with Quality Department lead to the whole Organization through:
  - planned customer satisfaction surveys, root cause analysis on pain points and action plan to enhance our effectiveness;
  - internal periodic controls on process robustness
  - training to employees on methods and tools
  - implementation of Process Approach through identification of the main Company Processes and creation of related Process Maps by the end of 2024
  
- Define periodic internal audits to assure QMS is effective and efficient, identify possible non-conformity or areas of improvement in order to correct and improve the System, in line with ISO9001-2015 requirements
  
- Quality Policy is revised annually to capture Company goals and organizational changes that may occur and impacting overall QMS

Functional Directors and Managers are requested to share the Quality Policy within their Staffs and promote activities to implement above quality objectives, to reach company goals and identify and communicate to QMS any opportunity for improvement for the overall System.

Quality Policy will be available electronically in the QMS internal SharePoint, DUMAREY Automotive/DUMAREY Softronix/DUMAREY Propulsion Solutions website and other material boards around the building.

ISO9001 QMS Representative	DUMAREY Automotive Italia CEO DUMAREY Softronix CEO DUMAREY Propulsion Solutions CEO
<i>Monica Rossi</i>	<i>Pierpaolo Antonioli</i>
<u><i>Monica Rossi</i></u> Monica Rossi (Sep 13, 2024 08:54 GMT+2)	<u><i>Pierpaolo Antonioli</i></u> Pierpaolo Antonioli (Sep 23, 2024 10:40 GMT+2)

## Revision History

- Rev0 25Feb21 PUNCH Torino s.p.a Quality Policy issued
- Rev1 20Sep21 Quality policy reviewed and improved details on company goals and quality objectives in line with Company Vision
- Rev 2 11Mar22: Softronix mission included. New policy objective related to QMS extension to PUNCH affiliated (Softronix and Hydrocells), Softronix COO Signature added
- Rev 3 1Dec22: PUNCH Group vision, mission and core values replace the missions of the three companies. QMS Roadmap updated (PUNCH Hydrocells in scope for 2023). PUNCH Hydrocells COO Signature added
- Rev 4 05Feb24: Rebrand from PUNCH to DUMAREY; introduced process governance into QMS goals; customer satisfaction activities into continual improvement; removed COO signatures.
- Rev 5 23Sep24:
  - Added references to Process Approach, Company Processes and Process Maps