

The Top Management is of the opinion that the maintenance of an appropriate quality policy is fundamentally important, since such a policy is essential in guaranteeing the professionalism, quality and conformity of our activities to our Customer.

Through its quality policy, the Top Management of ZM is committed to:

1) Managing its own activities in accordance with the requirements of the reference regulations, implemented by the documents of the Company Quality System which are retrievable in any time by each employee by the company informative system.

2) Making the Quality System a valid tool through which to pursue continuous improvement, allowing the organization to be flexible and to modernize the organizational structure when necessary.

3) Planning the activities of the entire organization in order to pursue the quality objectives.

4) Assure Customer of the supply of quality products, to obtain satisfaction and favor loyalty. The quality of supplied products, obtained by assuring the compliance with applicable product standards or job-specific requirements, is the minimum result that ZM shall reach.

5) Identifying, monitoring and satisfying the stated and/or mandatory requirements of the external and internal interested parties, maximizing as possible levels of relevant satisfaction.

6) Making the personnel active participants in the pursuit of the company's objectives, in order to consolidate a corporate culture in which everyone can play his or her part in achieving the satisfaction of the end Customer by working to guarantee the quality of the product supplied.



The CEO

Date: 18.01.2022

La Direzione Aziendale ritiene di fondamentale importanza il mantenimento di una corretta politica della Qualità, che contribuisce in modo determinante a garantire serietà, qualità e conformità della nostra attività verso i Clienti.

Tramite la Politica della Qualità la Direzione Generale di ZM assume l'impegno di:

1) Gestire le proprie attività in accordo ai requisiti delle norme di riferimento, implementati per mezzo dei documenti del Sistema Qualità aziendale, i quali sono accessibili da ogni dipendente tramite il sistema informativo aziendale.

2) Rendere il Sistema Qualità un valido strumento per perseguire il miglioramento continuo, consentendo all'organizzazione di essere flessibile e di apportare quegli ammodernamenti a livello organizzativo laddove se ne rendesse necessario.

3) Pianificare le attività dell'intera organizzazione aziendale al fine di perseguire gli obiettivi della qualità.

4) Garantire al Cliente la fornitura di prodotti di qualità, per ottenere la soddisfazione e favorire la fidelizzazione. La qualità dei prodotti erogati, ottenuta assicurando la conformità agli standard applicabili o alle specifiche di tecniche di progetto, è il minimo risultato che ZM deve raggiungere.

5) Individuare, monitorare e soddisfare le esigenze espresse e/o cogenti delle parti interessate interne ed esterne al contesto aziendale, massimizzandone per quanto possibile il grado di soddisfazione.

6) Rendere partecipe il personale interno degli obiettivi aziendali, al fine di diffondere la cultura per cui ognuno può nel suo ambito essere partecipe della soddisfazione del Cliente finale, e quindi lavorare al fine di garantire la qualità del prodotto offerto.



L'Amministratore Delegato

Date: 18.01.2022

ALLEGATO: INDICATORI DELLA QUALITÀ PER L'ANNO 2023

Priorità	Responsabili	A partire da / Entro	Indicatori
1. Acquisire e gestire un minimo tonnellaggio con margini di guadagno idonei ad assorbire i costi di produzione e gestione.	Direttore Tecnico ed Ufficio Commerciale	A partire da Gennaio 2023 / Entro Dicembre 2023	$I_1 = \text{Tonnellaggio fatturato da ZM nell'anno}$
	Capi Commessa, Responsabile Ufficio Tecnico e Responsabile Produzione.		$I_2 = \left(\frac{\text{Ricavi} - \text{Costi}}{\text{Costi}} \times 100 \% \right)$
2. Regularizzare e fissare il processo di avvio commessa verbalizzando le riunioni di avvio.	Capi commessa		$I_3 = \left(\frac{\text{Numero Riunioni Verbalizzate}}{\text{Numero Commesse Aperte}} \times 100 \% \right)$
3. Migliorare il monitoraggio e la registrazione dei costi legati alle non conformità.	- Capi Commessa per NC in cantiere; - Direttore di Produzione per NC presso siti produttivi		$I_4 = \left(\frac{\text{Costo totale NC (€)}}{\text{Ricavi (€)}} \times 100\% \right)$
4. Mantenere certificazioni di sistema in essere (ISO 9001:2015, EN 1090-1, EN 3834-2).	Quality Assurance		$I_5 = \text{Numero Non Conformità di Sistema Maggiori durante audit interni}$

ATTACHMENT: QUALITY INDICATORS FOR YEAR 2023

Priority	Responsible	From / Within	Indicators
1. Be awarded of and manage a minimum tonnage with profit margins suitable for absorbing production and management costs.	Technical Director and Commercial Department	From January 2023 / Within December 2023	$I_1 = \text{Tonnage invoiced by ZM in the year}$
	Project Managers, Design Department Manager and Production Manager.		$I_2 = \left(\frac{\text{Income} - \text{Costs}}{\text{Costs}} \times 100 \% \right)$
2. Fix the process of job kick-off by doing and recording the kick-off meetings.	Project Managers		$I_3 = \left(\frac{\text{Number of Recorded kick-off meetings}}{\text{Number of opened jobs}} \times 100 \% \right)$
3. Monitor the implementation of the procedure for the management of the product non conformities, both to limit costs and reporting to Top Management the born costs and possible corrective actions.	- Project Managers for on site NCs; - Production Manager for shop NCs.		$I_4 = \left(\frac{\text{Total Costs of NCs (€)}}{\text{Incomes (€)}} \times 100\% \right)$
4. Maintain the current certifications of the Quality Management System (ISO 9001:2015, EN 1090-1, EN 3834-2).	Quality Assurance		$I_5 = \text{Number of major system non conformities detected during the internal audits.}$

The Top Management is of the opinion that the maintenance of an appropriate quality policy is fundamentally important, since such a policy is essential in guaranteeing the professionalism, quality and conformity of our activities to our Customer.

Through its quality policy, the Top Management of ZM is committed to:

- 1) Managing its own activities in accordance with the requirements of the reference regulations, implemented by the documents of the Company Quality System which are retrievable in any time by each employee by the company informative system.*
- 2) Making the Quality System a valid tool through which to pursue continuous improvement, allowing the organization to be flexible and to modernize the organizational structure when necessary.*
- 3) Planning the activities of the entire organization in order to pursue the quality objectives.*
- 4) Assure Customer of the supply of quality products, to obtain satisfaction and favor loyalty. The quality of supplied products, obtained by assuring the compliance with applicable product standards or job-specific requirements, is the minimum result that ZM shall reach.*
- 5) Identifying, monitoring and satisfying the stated and/or mandatory requirements of the external and internal interested parties, maximizing as possible levels of relevant satisfaction.*
- 6) Making the personnel active participants in the pursuit of the company's objectives, in order to consolidate a corporate culture in which everyone can play his or her part in achieving the satisfaction of the end Customer by working to guarantee the quality of the product supplied.*



The CEO

Date: 18.01.2022

La Direction de l'entreprise considère que garder une politique qualité adéquate est d'une importance fondamentale, puisque cette politique contribue de manière décisive à assurer le professionnalisme, la qualité et la conformité de nos activités envers notre Client.

Par le biais de la Politique Qualité, la Direction Générale de ZM s'engage à :

- 1) Gérer ses activités conformément aux exigences des normes de référence, mises en œuvre par les documents du Système Qualité de l'entreprise, accessibles à chaque collaborateur sur le système d'information de l'entreprise.
- 2) Faire du Système Qualité un outil valide pour poursuivre l'amélioration continue, permettant à l'organisation d'être flexible et d'appliquer ces modernisations au niveau organisationnel si nécessaire.
- 3) Planifier les activités de l'ensemble de l'organisation de l'entreprise afin de poursuivre des objectifs de qualité.
- 4) Garantir au Client la fourniture de produits de qualité, pour obtenir satisfaction et fidélité. La qualité des produits fournis, obtenue en assurant la conformité aux normes applicables ou aux spécifications des techniques de conception, est le résultat minimum que ZM doit atteindre.
- 5) Identifier, surveiller et satisfaire les besoins exprimés et/ou contraignants des parties intéressées à l'intérieur et à l'extérieur du contexte de l'entreprise, en maximisant autant que possible le degré de satisfaction.
- 6) Impliquer le personnel interne dans les objectifs de l'entreprise, afin de diffuser la culture que chacun peut partager dans la satisfaction du Client final et ensuite travailler pour assurer la qualité du produit fourni.



Le Administrateur Délégué

Date: 18.01.2022

ANNEXE: INDICATEURS DE QUALITÉ POUR L'ANNÉE 2023

Priorités	Responsables	A partir de / Dans	Indicateurs
1. Acquérir et gérer un tonnage minimum avec des marges de profit permettant d'absorber les coûts de production et de gestion.	Directeur Technique et Bureau Commercial	A partir de Janvier 2023 / D'ici Décembre 2023	$I_1 = \text{Tonnage facturé par ZM au cours de l'année}$
	Chef de projet, Responsable Bureau Technique et Responsable Production		$I_2 = \left(\frac{\text{Revenue} - \text{Coûts}}{\text{Coûts}} \times 100 \right)$
2. Régulariser et établir le processus de démarrage du projet en verbalisant les réunions de lancement.	Chefs de projet		$I_3 = \left(\frac{\text{Nombre de Réunions verbalisées}}{\text{Nombre de projets ouverts}} \times 100 \right)$
3. Améliorez la surveillance et l'enregistrement des coûts de non-conformité.	▪ Chefs de projet pour NC sur le chantier; ▪ Directeur de Production pour NC sur les sites de production		$I_4 = \left(\frac{\text{Coût total NC (€)}}{\text{Revenus (€)}} \times 100 \right)$
4. Maintenir les certifications de système existantes (ISO 9001:2015, EN 1090-1, EN 3834-2).	Assurance Qualité		$I_5 = \text{Nombre de Non-Conformités de Système Majeures pendant audits internes}$