



S.T.P. Studi Tecnologie Progetti S.p.A. is a General Contractor which operates worldwide for the execution of EP, EPC, EPCM and integrated engineering services related to the construction of industrial plants for Oil & Gas, Petrochemical, Chemical, Pharmaceutical, Energy.

S.T.P. S.p.A. has always pursued the primary objective of Quality, understood as full satisfaction of its Customers and an indispensable condition for survival and growth.

These objectives led the Company to define a Quality System compliant with the UNI-EN ISO 9001 2015 edition, of which the Quality Manual constitutes documented evidence and able to verify that all future regulatory reviews are perceived.

The objective that the Management of S.T.P. S.p.A. it is given, is to finalize the efforts of all staff to a careful management of issues related to Quality. A strong responsibility by all those who work in the Company and for the Company is therefore considered necessary; this requires that everyone is involved and aware of their role and responsibility in guaranteeing the production objectives of Quality and consequently the continuous improvement of the work.

In particular, this must be pursued in relation to the following strategic objectives:

1.0 Customer Satisfaction

- identify the customer's needs and expectations, convert them into requirements and comply with them;
- constantly monitor the degree of customer satisfaction in order to improve the quality perceived externally, prevent complaints and comply with contractual, technical and quality terms;
- increase the reliability of the product and service;
- improve efficiency and process control.

2.0 Training and Resources

- activate communication tools inside and outside the Company to organize an effective flow of information between staff and customers, ensuring that the needs of the latter are known and understood by all those who contribute to the realization of the services;
- strengthen the level of competence, professionalism, involvement and motivation of the staff;
- insert and train young staff to remain competitive also in the future;
- provide adequate resources with effective investment management, ensuring a high level of maintenance, safety and reliability.



3.0 Quality production process

- activate an adequate self-control system of the Quality Management System that allows to measure the activities, neutralize the problems and provide the Management with suitable elements to carry out the reviews;
- prevent non-conformities rather than acting for their elimination a posteriori through periodic checks in the various phases of the processes.

4.0 Health & Safety

- maintain the safety and comfort of the workplace and the implementation of measures for the prevention of accidents, the risk of accidents and exposure to health hazards for all staff through the introduction of rules and procedures.
Employees are regularly trained and trained in health and safety matters.

5.0 Suppliers

- check the errors committed by third parties through a system for monitoring the work of Suppliers and the Quality of supplies and the continuous awareness of Suppliers on operating always with a view to corporate Quality.

6.0 Strategy

- pursue the continuous improvement of Quality by defining methods, programs and indicators to optimize production processes and increase results;
- encourage problem solving and preventive activity;
- consolidate the corporate structure and dimension;
- expand the number of customers and understand market needs.

STP S.p.A. management is directly involved in the work of raising awareness, organization and coordination of those corporate functions that contribute to the development, maintenance and continuous improvement of Quality, aiming to differentiate the characteristics of its services through constant research aimed at improving processes and to their optimization.

In order to pursue the aforementioned objectives, S.T.P. S.p.A. Management assumes responsibility for preparing a Management System designed to pursue the strategic objectives defined in this policy, to keep it under control in order to verify the pursuit of the objectives themselves and to promote the appropriate improvement actions.



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S.T.P. S.p.A. Management delegate:

- the Quality System Manager, the responsibility for drawing up the company procedures and any Work Instructions, carrying out internal audits (internal inspections), reporting to the Management at least annually on the Quality trend, checking the correct implementation of all the remaining self-control system tools (including improvement proposals);
- the Function Managers, the responsibility and authority of the application of the Quality Management System, as far as it is concerned, with the obligation to report at least annually to the Management on the Quality trend in the area of its relevance (including proposals for improvement).

These objectives and commitments undertaken by the Company are suitably and constantly disseminated with personal communications addressed to collaborators or with formal notices posted on the Company notice board.

The measurable Quality objectives will be established from time to time as part of the periodic quality reviews by the Management and communicated to all staff.

Rome, 12 May 2020

STP
Studi Tecnologie Progetti S.p.A.

Carlo Gustavo Lombardi
CEO- Managing Director