

The management of BMS S.r.l. has adopted a quality management system (QMS) in compliance with the UNI standard. EN ISO 9001:2015 for the activities of "Manufacture of welded steel bends and fittings according to specifications customer techniques and regulatory standards". The purpose of the QMS is:

- **ensure the ability to provide** products and services that comply with customer requirements, standards and laws applicable;
- **to increase customer satisfaction** through the application of the rules and procedures defined by the Management including improvement of the system, processes and products in accordance with the above requirements defined.

The Quality Management System is based on the Quality Policy and this Policy must be inspired by all actions and behaviors. The Quality Policy consists of the following identifying elements:

- **sectors and markets:** BMS is structured to serve the distributors of the various sectors of plant engineering
- **quality products:** the company is committed to guaranteeing a high level of product quality by means of constant, careful and precise control of the production process
- **skills and tools:** the skills and advanced tools with which the company is equipped are able to offer products manufactured both according to the main national and international standards and to customized to customer specifications
- **flexibility:** a wide range of products is always available from stock for a rapid evasion of the Customer orders
- **complementary services:** the customer on request can take advantage of additional services on the products purchased such as e.g. non-destructive testing and heat treatment
- **transparency is important:** the relationship with the customer must always be based on clarity at all stages, from the acceptance of orders to accounting practices
- **communication and professionalism:** the dialogue with the customer must guarantee rapid response times and clear and precise communications
- **safety is not contractable:** the organization is committed to ensure the health and safety of its own labourers
- **risk based thinking:** the approach to risk management must be applied at all levels, strategic, management and operational, and must be part of the corporate culture.

The above policy is concretely implemented through specific objectives pursued with the allocation of measurable follow-up targets, the availability of necessary resources and behavior of all the company's personnel, adequately sensitized to the quality aspects of the tasks performed.

The quality policy shall be periodically reviewed as to its adequacy, in the light of any change in circumstances and knowledge.