

POLICY FOR QUALITY

The Company Dinema S.p.A., founded in 1971, is specialized in projecting, producing, testing and assistance of boards, electronic devices and LED lighting fixtures.

From 1980 Dinema is part of Lonati Group, worldwide leader in the production of textile machines for hosiery and knitwear, for which it has got the electric and electronic know-how.

Dinema distinguishes itself for the quality of products all along, working successfully in the whole world thanks to the commercial, productive and after-sale service presence in numerous countries in and outside of Europe.

Through the years Dinema has strengthened its own organizational structure aiming particularly to processes' optimization to improve both quality standards and efficiency.

Thanking its know-how Dinema can put itself in various industrial sectors of the reference market and it is able to offer solutions for all realities, including those most advanced both from an electronic point of view and a technological one.

Dinema is a reality able to develop any product commissioned. Hardware and software products are projected using the most up-to-date methods and have as goals the simplification and automation of processes, the full control of the production chain and the interaction with the information systems of the company.

Dinema Policy is to pursue with decision, in short and long-term, the following objectives in general:

- Excellence in quality of the supplied products.
- Guarantee of satisfaction of the explicit and implicit expressed exigences of the customer as well as of laws and rules in force.
- Success guarantee of the company, its collaborators and of all parties involved.
- Foster an effective trade relation with suppliers to consider them full partner, hence sharing with them exigences and expectations of Dinema and its own customers.
- Promote the consciousness of the importance to satisfy the requirements of the System in the whole organization.
- Increase of competitiveness through the effectiveness and efficiency improvement of the organization and the reduction of costs.
- Maintaining of the Certification of Quality Management System UNI EN ISO 9001.

The commitment assumed by the General Direction in achieving the above-mentioned objectives is defined by the set-up, the carry-out and the constant improvement of the Quality Management System, of processes and products as well as the pursuing of the specific goals, planned and communicated at least once a year, despite the identification and evaluation of risks and opportunities coming from business activities.

The General Direction considers the effective enforcement of the Management System a responsibility of the whole organization and call on the staff at each level to comply the present Policy and to observe what widely defined in the Quality Management System within respective competences and responsibilities.

The Quality Management System in Dinema is based on the following basic values:

- **Focus on Customer:** so that present and future needs can be satisfied or exceed the expectations, trying to take advantage of any opportunity to create major value to the customers.

- **Leadership:** so that leaders, at each level, as example in first person, create and maintain an organizational atmosphere, where people can use their capacities and knowledges connectedly with goals.
- **Active attendance of people:** so that everyone is always aware of his own role in obtaining goals.
- **Approach for processes:** so that the system of business processes and their correlation is identified, caught and managed and the desired results can be efficiently, firmly, predictably and measurably reached.
- **Improvement:** so that excellence goals are pursued in each stage of the business activity.
- **Decision-making processes based on obviousness:** so that choices are guided by information resulting from the analysis of concrete, structured and sorted data.
- **Management of relations:** so that the skills of the parts involved are improved, particularly from suppliers' side to enhance value and satisfy customers.

These basic values contribute to improve the potentials of the company, which benefits from involvement, motivation and awareness of all people, to arrange that everybody acts both as a customer (demanding the maximum quality level by who executes the work in the upstream stage of the process) and as a supplier (assuring the maximum quality level of the supplied product, suggesting improvements and concentrating in order to reduce mistakes).

The General Direction assumes the responsibility to spread and sustain this quality policy, with the most suitable resorts and means, clarifying and assigning to collaborators specific responsibilities and authority for the execution.

The General Direction involves itself also to revalue the present Quality Policy at least once a year, during the re-examination of its own Management System.


General Manager