

Human skills as the primary resource of the Company, high professional standards, a know-how A technological know-how resulting from years of research and development, a scientific organization of procedures, instructions and controls and, above all, a synergistic and daily activity between management, employees, collaborators and suppliers, have allowed **SOITAAB IMPIANTI Srl** to establish itself on the market as a leading company in the design, production and distribution of industrial cutting machinery.

Our clients are small, medium, and large companies and organizations spread across every continent, operating in a variety of manufacturing sectors. Having established itself as a manufacturer of cutting machines using plasma, oxyfuel, water jet, and laser technologies, as well as band saws, to increase its ability to meet the challenges of an increasingly competitive global environment and drive the company toward lasting success, the management of SOITAAB IMPIANTI Srl, after having implemented a quality management system compliant with the requirements of the UNI EN ISO 9001:2008 standard in 2008, has decided to develop it in compliance with the UNI EN ISO 9001:2015 standard.

In carrying out its mission, **SOITAAB IMPIANTI Srl** aims to generate stable value for the Client, for human resources, for the Organizations that interface with the company (suppliers, the financial world, associations) towards which the objectives are la Qualità and the effectiveness of the relationships.

MISSION

To provide the industrial and metalworking sectors with highly versatile and technologically integrated products that represent real technological and production solutions aimed at meeting customer needs.

The quality of our products and services guarantees competitiveness, efficiency, and high performance in a variety of business environments and in compliance with the widest and most diverse processing and cutting needs.

The main feature that distinguishes us from other global competitors is the use of the widest range of cutting technologies, even combined, on small, medium and large-sized systems.

VISION

Soitaab aims to develop and manage its business by adhering to processes and procedures within a Quality System that prioritizes an informed organization and a transparent, priority-based relationship with its customers; all in full compliance with applicable regulations and safety standards.

Provide a high-quality product and/or service to a diverse and demanding clientele, who require a single and competent point of contact.

The quality policy of SOITAAB IMPIANTI Srl is to pursue the following objectives in the short and long term:

- Excellence in the quality of products and services provided;
- Guarantee of satisfaction of the Customer's expressed and implicit needs and expectations and compliance with mandatory requirements ;
- Guarantee of the Company's success and the satisfaction of its collaborators and all interested parties;
- Integration of various company management systems aimed at generating added value through the identification and implementation of all possible synergies;
- Continuous improvement of the processes implemented;
- Maintaining ISO 9001 Certification as well as meeting the requirements of key suppliers and customers in the sector;
- Provide customers with quality services and foster customer loyalty;

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- Strengthen the relationship of trust with our customers regarding their needs by satisfying their requirements to the maximum.

The company's commitment is defined by the establishment, implementation, verification, and continuous improvement of the Quality Management System described in the Quality Manual.

The Quality Management System of SOITAAB IMPIANTI Srl is based on the following principles:

- **Customer focus:** to understand their current needs and, in principle, predict future ones, respect their technical and quality requirements;
- **Widespread leadership:** which must ensure unity of purpose, shared direction and an internal environment capable and adequate to determine the full involvement of staff in the pursuit of the objectives defined by Management;
- **Staff involvement:** this is the essence of a Qualified Company and transforms commitment la Qualità into concrete daily actions aimed at achieving its objectives;
- **Risk-Based Thinking :** analyzing the context and processes to identify risks and plan actions aimed at eliminating them or reducing the probability of their occurrence, improving the performance of the identified business processes and preventing risks that may impact the pursuit of one's objectives;
- **Systems management approach:** to identify, understand, and manage the system of interconnected business processes, to pursue established objectives, and to contribute to the effectiveness and efficiency of the company;
- **Continuous improvement:** which constitutes a permanent objective of the Companies;
- **Evidence-based decisions:** because effective decisions are based on the logical and intuitive analysis of inforeal data and information;
- **Mutually beneficial relationships with business partners and suppliers:** because such relationships enhance mutual value creation.

These principles contribute to improving internal potential, also through the involvement and awareness of all people, so that each of them behaves in the dual role of **Customer** and **Supplier** :

- as a **Customer** , in demanding the highest level of quality from those who carry out the upstream work;
- as a **Supplier** , in ensuring the highest level of quality in the results of its work, committing to carrying it out correctly in order to avoid rework and proposing improvements.

The Management of SOITAAB IMPIANTI Srl assumes the responsibility of disseminating and supporting, with the most appropriate resources and means, la Politica Quality, clarifying and assigning to each collaborator specific responsibilities and functions for its implementation.

The Management
