

QUALITY POLICY (QA/QC) SYSTEM SUMMARY

MEMBRANE operates in a technology-intensive market. Our corporate success and the wealth of our employees are tied to the definition of a stimulating and satisfying work environment which promotes technology and economic conditions as tools to increase quality its products and services.

To achieve this goal it's necessary that everyone in the company contributes to satisfying customers, in each one's area of competence.

Moreover it's fundamental that all employees and the general management within Membrane develop a clear perception that must be delivered to all customers and personnel involved, as part of a constant endeavor focused on improving quality and meeting customer satisfaction as required by UNI EN ISO 9001:2008.

It is of vital importance for Membrane to guarantee a level of quality of its products and services superior to competitors'.

An increased level of quality is achieved with an immediate perception of market changes and immediate acknowledgment of national and international rules.

To achieve such goal it's necessary to employ cost optimization, time reductions, and therefore optimization of methods of engineering & production as well as focusing on a better distribution of wealth created. The implementations of the goals mentioned will take place by employing coordination methods suggested by the most recent management techniques.

It is the general management's responsibility to define and document the policy for quality by enforcing a tight compliance to international safety rules as well as compliance with work and environment rules.

It is Membrane's policy to safeguard in the widest possible way its customers by a tight respect of conformity to international law, regulations, and safety rules.

Moreover it's Membrane goal to maintain its quality system continuously updated to reflect organizational changes and make sure corporate objectives are achieved.

The general management has the duty of promoting and stimulating any initiative aimed at improving the quality system and the continuous advancements of Membrane's performance.

In order to enforce the quality policy and achieve the quality goals set, the general management defines the roles, the responsibilities, and the interactions with all personnel that directs practices and verifies activities that influence quality by issuing procedures, communications, newsletters and other notifications to employees, each for his/her area of competence.

The policy for a quality system is re-examined yearly to verify the state of implementation of the quality system which management commits to every year as required by UNI EN ISO 9001:2008, to make sure it continuously matches corporate needs.

To adhere to the highest standards of Ethics, a dedicated Mission statement or code of conduct is adopted. Such Mission statement encompasses values and directions of development as well as the values which Membrane plans to achieve.

The mission statement also contains the reasons for which employees and general management must promote a stimulating working environment and the code of ethics which will be complied with by everyone to improve performance and establish a sustainable competitive advantage.

The general management
Milano, January 14th 2009