

SASIB Quality Policy

WHO WE ARE

SASIB is part of the COESIA Group and is a market leader in the design, production, installation, and service of automatic packaging machines for products in various sectors, from food to pharmaceuticals, tobacco, and small metal and plastic components.

The company manages the complete cycle, from design to manufacturing, sales, installation, after-sales service, and on-site maintenance.

The synergy with the Coesia Group companies allows SASIB to provide added value to its customers, creating comprehensive support to improve their products.

VISION

SASIB is fully aware that the company's present and future development are shaped by a constant focus on innovation and the pursuit of maximum customer satisfaction.

The objectives that guide our work are consistent with group policies and can be summarized as:

- Anticipating market demands
- Understanding customer needs and, working closely with them, proposing innovative and high-performance solutions
- Supporting customers in anticipating and meeting end-consumer expectations
- Operating with respect for people, their culture, and the environment

An effectively implemented Quality Management System compliant with ISO 9001:2015 is considered essential to achieving these objectives and to the success of SASIB and its people.

OUR MISSION

SASIB's primary commitment is:

- to provide products and services with the highest possible standards and to be highly competitive, fully satisfying customers' explicit and implicit needs and expectations regarding product and service quality, safety, and reliability.
- to provide effective, reliable, and high-quality services with widespread distribution.
- to ensure that its products meet and exceed the quality and safety requirements of regulations throughout the European and international markets.
- to comply with the principles for protecting the health and safety of people, employees, customers, and consumers.
- to develop new products, ensuring technological innovation.

- to operate according to the principles of social and environmental sustainability, as well as proper organizational and financial structures, in full compliance with the law.
- to achieve its objectives by establishing, implementing, and maintaining a Quality System developed in line with the requirements of the ISO 9001:2015 standard.

To this end, SASIB undertakes to:

- INNOVATE THE PRODUCT OFFERING to pursue market objectives and remain competitive and high-performing over time.
- ENSURE TECHNOLOGICAL INNOVATION by promoting investment in research and development, offering technical and functional solutions in line with customer requirements.
- ENSURE INNOVATION and SUSTAINABLE OPERATIONS by pursuing sustainable business, using natural resources and energy as efficiently as possible, and minimizing the environmental impact of its activities, promoting social integration and preventing economic and financial risks through continuous and rigorous management control.
- USE TECHNOLOGICALLY ADVANCED DIGITAL TOOLS to reduce development times, optimize processes, and prevent errors. Monitor internal processes in the workshops, promoting technological integration through the use of robots, automated warehouses, and IT management support, including for quality control.
- PERIODICALLY SUPERVISE AND REVIEW THE QUALITY MANAGEMENT SYSTEM to ensure its ongoing adequacy and effectiveness and to promote necessary actions and changes to the system to keep it relevant to needs and pursue continuous improvement.

SASIB therefore:

- Provided the personnel and tools necessary for the implementation and support of the Quality Management System.
- Paid maximum attention to customer requests and expectations, the requirements of applicable standards and regulations, and the continuous improvement of the organization and customer and stakeholder satisfaction.
- Promoted and supported quality throughout every phase of each process, involving every employee in achieving the objectives.

Management periodically verifies that this policy is appropriate to the company's objectives and context, implemented and shared at every level of the organization, establishing continuous improvement and customer satisfaction objectives.

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