

# Quality Policy

**To all employees, individuals and companies working for or on behalf of SPEA S.p.A.:**

Since 1976, SPEA S.p.A is committed, with creativity and innovation, in designing and manufacturing the best test equipment for microchips and electronic boards.

The highly innovative SPEA products, adaptable to the many needs of the customers, are key to the success of SPEA S.p.A. By investing substantial resources in R&D, SPEA S.p.A creates test solutions which are confirmed to be the most effective, the most advanced and the most affordable on the market.

Achieving this position of excellence meant, for all those who have worked and still work in the company, efforts and intelligence which cannot be wasted. For this reason, this position has to be kept, consolidated and improved.

Efforts and intelligence must be aimed to meet market demands and the same efforts and intelligence are required to those who recently joined the team or who will do it in the future.

The guidelines given to all the people in Italy and abroad who work for SPEA S.p.A. and to suppliers who are in contact with SPEA S.p.A. are reported below. They have to be followed and used as an inspiration for their work, both in everyday life and in setting up activities, be they upcoming or far to come.

We all need to help and cooperate for the pursuit of these goals and for the achievement of the quality and environment performance goals that will be established and communicated over time.

## **I. Maximum customer satisfaction**

Our commitment will be turned on ensuring maximum customer satisfaction, supplying products and services that, respecting specific and applicable requirements, satisfy their needs and exceed their expectation.

## **II. Continuous improvement of products and services**

We will improve our products and services, if possible by anticipating legal requirements, in order to anticipate also our competitors. We will do that from design process, keeping into consideration our products life cycle perspective; starting from raw materials that we will introduce, passing through constructive processes that will be employed and influencing their lifecycle at customer's site till the product end-of-life.

## **III. Compliance with legal requirements**

We will operate under our direct or indirect responsibility, in accordance with the compliance obligations SPEA took responsibility considering its citizenship duties (in Italy, European Union and worldwide) or the commitments took by our representations in institutional seats.

## **IV. Process approach**

Process-driven approach will be kept in order to develop and improve Quality Management System effectiveness, together with application of Risk-based thinking concept, that will allow to undertake actions needed to face up risks or develop opportunities.

## **V. Information and training**

A constant activity of information and training will involve the whole staff, in order to improve competence and awareness of their own contribution to the quality of products and services, as well as effectiveness of Quality Management System.

## **VI. Partnership**

Concrete and lasting partnership with our Suppliers ensures reliable relationship marked by mutual objectives. In this context, we will work and cooperate with our suppliers in order to be always ready to answer and, if possible to anticipate, our customers' requirements. This, in order to assure high-technology, safe and reliable products and services.

## **VII. Cooperation with the territory**

We will organize meetings and guided tours aimed primarily at students of the different school cycles in order to promote the awareness of the company and its activities to the public, aiming to a positive cooperation with the stakeholders.

## **VIII. Reliability and competitiveness**

We will commit ourselves completely in order to supply our customers with reliable and quality products and services at competitive prices due to cost analysis and reduction.

Volpiano, 30<sup>th</sup> October 2017

Luciano BONARIA  
CEO