



QUALITY POLICY
Rev 3 – 19/03/2024

DUNA-Emirates recognizes in the interest of quality and continuous improvement the key to solid and lasting growth and development. For this reason, we believe that a Quality Management System (in compliance with the international standard UNI EN ISO 9001) can transform and grow the company and its customers. Quality is interpreted as an added value for the company and its processes; it is the medium which guarantees a constant technological progress, the acquisition of skills in advanced techniques, and the promotion of human resources.

Duna Group slogan, “Innovation Providers”, goes beyond the Research and Development commitment. It describes the loyalty of our company to the market.

The main management guidelines are:

- Compliance with effective laws and the International standard ISO 9001;
- Achievement and preservation of the best reputation for our products and service quality;
- Satisfaction of market demands;
- Achievement of the highest quality level and affordability of our products and services to surpass the fulfilment of the market requirements and each customer’s requirements;
- Assurance of training and continuing education to facilitate personal accountability;
- Identification of clear and defined objectives resulting from the company’s continuous process monitoring;
- Ongoing improvement of every process for the purpose of eliminating nonconformance, decreasing waste, increasing processes efficacy and efficiency, and maximizing customer satisfaction;
- Constant verification of quality management system performance and efficacy;
- Implementation of “risk-based thinking”, through which the most potentially risky processes are identified and monitored;
- Actualization of actions for eliminating or reducing the probability of the identified risks;
- Commitment to continuous improvement of the Quality Management System.

DUNA-Emirates management commits to following the objectives stated in this policy, assuring that they are comprehended and observed by its employees and all interested parties.

Soufiane Rharib
General Manager

Marta Brozzi
President & CEO