



# QUALITY POLICY

All. DIR 01  
Ed. 1 Rev. 0 of  
02/2024

RAIN SpA - Via Kennedy 38/40 - Cerro Maggiore (MI)

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For **Rain S.p.A.**, a manufacturing company that has been in the field of automated irrigation for more than fifty years and two generations, quality is a fundamental component of the company's principles.

**Rain** is a non-criminal organisation of people, with its own well-defined functional structure and a clear mission involving the whole company.

For **Rain**, the Quality Policy must be pursued and maintained, and it must be aimed at the context of the organisation, and it must support its strategic directions by distinguishing itself, vis-à-vis the customer, through innovative capacity, the valorisation of all resources and problem-solving skills.

**Rain** pursues three goals specifically: that everyone can irrigate efficiently, automatically and sustainably, with a focus on innovative and beautiful production.

**Rain** has always made quality and customer satisfaction the core points of its strategy, placing customer expectations at the centre of its activities.

The cornerstones on which the company's quality policy is based are customer satisfaction and loyalty as well as a concrete and long-lasting partnership with its suppliers, which is also given by a careful selection of suppliers and careful monitoring of supplies.

For **Rain**, offering a superior service, with a focus on continuous improvement, is the key to sustained business results, the result of constant attention to the needs of the customer, employees and suppliers.

The quality policy, which is made available to all employees, is an important reference for setting objectives, enabling the application of a working methodology that is sensitive to changing external dynamics. Decisions are made on the basis of market strategies and through the assessment of internal and external risks. The quality policy is necessary to formalise the objectives and commitments to be achieved.

Concrete basis for this choice are the following points of reference:

- optimisation of business processes in order to pursue the constant improvement of the QMS and to exceed the results progressively achieved over time in compliance with the applicable requirements;
- focus on the target market by raising the quality level of the products/services provided and increasing customer satisfaction;
- analysis of risks related to one's own operational context and identification of possible opportunities;
- monitoring the expectations and needs of stakeholders relevant to the QMS;
- enhancement of workers' professional skills, consistent with its development objectives;
- consistent and systematic definition of tasks and responsibilities within the organisation;
- periodic evaluation of the QMS against the reference standard and this Policy, through the internal audit process and management review;

The quality policy must be considered a starting point and not an end point. Process orientation and process evaluation ensures the rapid achievement of objectives through the utilisation of existing resources. Each process must be continuously checked in order to identify possible areas for improvement and all employees are encouraged to make suggestions to this effect.

Each operator determines the quality and success of his or her own performance, being increasingly able to operate in perfect autonomy, through active participation aimed at achieving objectives.

To achieve these objectives, **Rain** has defined the following Quality Policy:

## 1. Quality System

Maintain an up-to-date Certified Company Quality System, according to the UNI EN ISO 9001:2015 Standard, which is intended to be a concrete aid in the dissemination of shared values and the pursuit of the company mission. To facilitate the monitoring of commitments, the Management establishes certain measurable indicators and objectives, which it defines and reviews during the Management Review.



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### 2. Quality and improvement

Carry out continuous quality improvement activities by defining methods, programmes and indicators to optimise processes by providing all necessary equipment and technology. Trying through targeted actions to reduce both internal and service criticalities to avoid as much as possible complaints, returns and problems related to compliance and low quality of service.

### 3. Customer Satisfaction

Identify the customer's needs and expectations in order to satisfy them completely and maintain a high level of satisfaction.

Constantly monitor the degree of Customer Satisfaction and Customer Loyalty in order to improve externally perceived Quality, prevent complaints and meet delivery deadlines, guaranteeing customers a service in line with expectations.

Retaining all acquired customers, taking special care not to lose any good ones, trying to expand the number of those who rely on **Rain for the** solution to their needs, and for the perceived level of technology and innovation.

### 4. Contributors

Raising the awareness of the staff working in the company towards high quality standards, guaranteeing the continuous training of operators and managers and above all ensuring great humanity and attention to the individual.

*Quality creates reputation and reliability.*

In **Rain**, the commitment of all collaborators is necessary to ensure that the Quality Policy is understood, assimilated, implemented, disseminated and shared. Each person is called upon to actively participate in the commitment deriving from this policy: everyone's awareness and sense of responsibility must always be fuelled by the certainty of constantly optimising their performance.

The success of **Rain does** not constitute the purpose of its activity but rather an effective tool for measuring the proper conduct of its business, that is, **Rain's** success measures its ability to pursue its **mission**.

Milan, 13 February 2024