



MAN OIL & MARINE QUALITY MANUAL



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Rev. 00

MAN Oil & Marine Policy for Quality

The Ascoli Piceno (Italy) Plant of MAN Oil & Marine Srl designs and manufactures industrial conveying hoses and hoses for the transport of oil, chemicals, and liquefied gas products, in marine hose strings and long length hoses for onshore and offshore installations. Our Policy for Quality is based on meeting and exceeding our Customer requirements, with the highest level of performance in products, consistency in production and satisfaction in services, promoting sustainable growth, business ethics, health and safety culture within the Organization.

Our **Vision** is to become a well-recognized and reliable partner for our Customers -the Oil & Gas Companies- able to offer appropriate products and services at competitive conditions.

Our **Mission** is focused on promoting continuous improvement towards process excellence in the design, manufacture, control, and sale of safe and performing Oil & Gas hoses.

The Company's Objective is to increase reputation and consideration by the Oil & Gas Companies worldwide, promoting Business Unit continuous growth in sales and market share with focus on the following main activities:

- **GLOBAL PRODUCT OFFER:** product range development and differentiation, endorsed by Third Party Certifications to meet the market highest requirements within the Oil & Gas market.
- **SERVICE LIFE MANAGEMENT:** prediction, monitoring, assistance and adaptation to market growing requirements.
- **WORLD CLASS OPERATIONS:** robust lean manufacturing structure capable of supplying products with appropriate lead time, consistency, quality and costs, supported by a data driven Statistical Process Control and Continuous Improvement.
- **STRONG FINANCIAL CONTROL** aimed at providing sustainable financial results to assure the Company's long-term development.

The Company's Management is therefore committed to

1. Strengthen relationship with Customers and increase their confidence by:
2. Enlarge product and service offer,
3. Be proactive and become a stronger player in OCIMF discussion,
4. Support compound development for new applications,
5. Develop materials to increase performance and decrease costs,
6. Engage people with
 - a. "5S" structured program,
 - b. Operations KPIs reporting system,
 - c. Visual management,
 - d. Daily operational meetings,
 - e. Training in six sigma & lean principles,
7. Foster a continuous improvement culture with
 - a. Accountable teams dedicated to specific projects,
 - b. Systemic project reviews,
 - c. Use of PDCA or DMAIC reporting tools,
 - d. Corrective and preventive actions systemic reviews,
 - e. Continuous effectiveness evaluations.
 - f.

The Company's Management is fully aware that the deployment of the Quality Mission requires constant commitment and consequently promotes the full and active participation of all employees.

Ascoli Piceno, 22/10/2020

Fabio Santori
Chief Operation Officer

MAN OIL & MARINE S.R.L.

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Share Capital: EUR 810,000 fully paid