



## QUALITY POLICY STATEMENT

The aim of Piltec is to achieve customer satisfaction in all activities, both internal and external customers combined with long term profitable growth.

The basis on which to achieve this is through Leadership and the engagement of all members of the organisation in a customer focused process and KPI achievement. This process is refined into 5 basic principles:

**1. Customer requirements determines quality policy.**

The quality standards applied are those of the customer requirements. We aim to exceed the minimum customer requirement, which is the design intent.

**2. Customer satisfaction is the goal of every process.**

The principles of the Piltec production system are applied to execute conformance to customer requirement with risk analysis for all processes. Piltec staff are entrusted to complete their processes to the agreed standard, to achieve ZERO DEFECTS and to avoid the transference of poor quality.

**3. Continuous quality improvement**

Our quality standards are reviewed based on customer feedback, to adapt to the changing expectation levels.

**4. We apply the principles of continuous improvement.**

To prevent problem recurrence and continuously strive for improvement.

**5. Our goal**

Can only be achieved by a common understanding of customer expectations and whole organisation teamwork, both internally and with external parties i.e. suppliers and contractors.

Two handwritten signatures in black ink are positioned above the authorization line. The first signature is cursive and appears to read "A. Lemo". The second signature is more stylized and less legible.

Authorised by..... dated 5<sup>th</sup> August 2024

Reviewed: 05/12/2022 DP | 07/08/2023 DP