

## QUALITY SYSTEM POLICY

CLM COMPONENTS S.r.l. adopts a Quality Management System compliant with the UNI EN ISO 9001: 2015 standard.

The Quality System aims to raise the culture of Quality in the employees employed in the company, involving them in the knowledge and application of the management system, aimed at standardizing processes and defining quality levels that meet the customer's needs.

The expectations and needs of the interested parties are transformed into operational tools that allow us to raise company quality standards and pursue continuous improvement.

The Quality Policy sets the development strategies of the objectives and represents the communication tool of our philosophy of doing business. These objectives are indicated below.

### TARGETS

CLM COMPONENTS SRL has established, implements and maintains the following strategic objectives that must be pursued by the company through its management system:

- Keep its Quality Management System compliant with the reference standard UNI EN ISO 9001;
- Consolidate / improve customer satisfaction;
- Grow and consolidate the market position;
- Increase the number of customers in compliance with quality standards;
- Measure the main processes in order to evaluate the company's performance;
- Pursue continuous improvement through planning, execution and control activities;
- Prepare and implement specific internal and external programs and courses for personnel in order to prevent more and more damage or deficiencies in the Quality Management System;
- Orienting the technical level and quality standards of production towards satisfying the needs and expectations of customers, converting them into applicable requirements and complying with them;
- Maintain the current corporate structure by ensuring the necessary flexibility to promptly adapt to customer needs;
- Improve the information flow with interested parties in order to ensure that customer needs are known and understood by all those who contribute to the realization of the products;
- Activate an adequate review system of the Quality Management System that allows to measure the activities, neutralize the problems and provide the Management with the tools to improve the Quality System;
- Have effective control systems for identifying risks and planning containment actions;

The objectives for Quality are proposed by the Management and pursued through the coordinated work of all company operators. In order to verify the achievement of the objectives, CLM COMPONENTS SRL has defined quality indicators which are analyzed by the Management during the review meetings.

The management of CLM COMPONENTS SRL is committed to making the necessary resources available, within the scope of budget availability, for the pursuit of strategic objectives.