

QUALITY POLICY

ITALMEC ELETTRONICA SRL considers its technical, human, and organizational assets a strategic element for growth and competitiveness.

For this reason, it has adopted a Quality Management System compliant with the UNI EN ISO 9001 standard, committing to its design, implementation, and continuous improvement.

The Quality Management System is structured to meet an integrated set of requirements, consisting of:

- Requirements of the UNI EN ISO 9001:2015 standard
- Mandatory requirements applicable to company activities
- Internal requirements defined by the organization

Quality represents a shared value, a cultural reference that guides every person in the company. The tools of the Management System must be perceived as concrete support to improve one's work, optimize processes, and enhance the overall effectiveness of the organization.

To generate real added value, the System must promote:

- the evolution of the methodologies and technologies used
- the enhancement and development of human resources
- the acquisition and dissemination of necessary technical knowledge
- accurate and transparent management of information and results

ITALMEC ELETTRONICA SRL embraces the principles of continuous improvement, systematically using all useful inputs derived from the analysis of its strengths and areas for improvement.

Documented information relating to processes, their planning, and control constitutes the operational reference for all company activities.

The fundamental values guiding the Quality Policy are:

- commitment to customers and stakeholders
- professional excellence
- product and service reliability
- transparency and fairness
- innovation and creativity

Management Commitments

Management is committed to:

- Ensuring the evolution of products while maintaining the high level of reliability achieved.
- Preserving quality standards that have led to a warranty return rate of 0.3% per year, ensuring full customer satisfaction.
- Managing customer requests with competence and availability, continuously expanding the base of those who choose ITALMEC ELETTRONICA SRL as a reliable partner.
- Taking direct responsibility for the Quality Management System, defining concrete and measurable objectives in the 'Management Review' document, providing the necessary resources, and periodically verifying the achievement of results.
- Ensuring that customer needs and expectations are clearly understood and monitored, systematically measuring their level of satisfaction.
- Performing constant checks on product quality, both in key design phases and on each unit produced at the end of the production cycle.
- Disseminating and ensuring understanding of the principles of this Policy to all personnel, using available internal communication tools.

Every person working at ITALMEC ELETTRONICA SRL is required to actively contribute to achieving Quality objectives. Awareness, responsibility, and participation are essential elements for continuously improving individual and organizational performance.

Specific objectives derive from this Policy and are periodically reviewed במסגרת the Management Review.

Monte San Pietro (Bo), 12/01/2026

Quality System Manager (Gabriele Garagnani) _____

Legal Representative (Serena Campanella) _____