QUALITY POLICY

1. Mission and Scope of Application Tornova S.r.l. confirms its position as a strategic partner in the **production of precision turned metal components** . Our corporate culture places the Customer at the center, transforming market requirements into drivers for technological and organizational growth .

2. Strategic Commitments of the Management The Management is committed to maintaining a Quality Management System active and compliant with the **UNI EN ISO 9001:2015** standard, based on the following pillars :

- **Customer Focus:** Ensuring strict compliance with contractual commitments and providing proactive technical assistance, while constantly monitoring Customer Satisfaction .
- **Risk-Based Management:** Systematically analyzing the internal and external context to identify risks and opportunities, ensuring business continuity and organizational resilience .
- **Operational Excellence:** Pursuing continuous improvement of processes and the reduction of non-conformities, aiming to increase market effectiveness .
- **Sustainability and Safety:** Operating in strict compliance with mandatory regulations, with particular attention to workplace safety and environmental protection .

3. Valorization of Resources Service quality is the result of the quality of the people's work . Tornova S.r.l. invests in continuous training and technical updating of personnel, promoting awareness and involvement at all levels .

4. Quality Objectives The Management defines measurable objectives annually during the Management Review, focused on :

- Optimization of delivery times and compliance with agreements .
- Reduction of complaints and non-quality costs .
- Territorial expansion and consolidation of market reputation .

This Policy is communicated, understood, and applied within the organization and made available to relevant interested parties .