

## QUALITY POLICY

The main objective of SYMETAL S.A. is the complete satisfaction of the customer via the continuous achievement of the results desired by the customer, first time right, in the anticipated time and with minimum achievable cost.

The word “customer” includes the “external customer”, namely the purchaser and user of the final product, as well as the “internal customer”, namely the colleague, any company employee that contributes in any way to the production and distribution of products and in that way constitutes the supplier or customer of some other employee, the commitment of whom in quality and in supporting the managerial and operational systems is essential for the achievement of the company’s goals.

The Management is devoted to the philosophy of continuous effort for:

- qualitative improvement of products, means of production, processes and customer support services.
- further innovation and renewal.
- application of scientific methods and best management practices.
- improvement of communication, team spirit and collaboration between the various company departments including suppliers and subcontractors, and above all between the company and the customer, the most important part of production process.

The responsibilities of each manager in each level of management encompass:

- Promoting and communicating corporate Quality Policy and guaranteeing that this Policy is comprehensible, applied and maintained, so that Quality becomes an affair that concerns everybody.
- Determining responsibilities and authorities regarding Quality.
- Recognising customer needs and requirements, as well as competitors performance.
- Setting objectives regarding Quality
- Calculating and assessing Quality related costs.
- Effectively applying and revising the Quality System as well as the programs for objectives’ realisation and problems’ foreseeing.
- Maintaining, controlling and the continuously improving production processes.
- Developing common projects and processes with suppliers and subcontractors in order to achieve desired quality.
- Identifying training needs and planning of continuous training of personnel, with special focus to on-the-job training
- Analysing in depth all complaints, aiming to long term satisfaction of customers.

Using the creativity, initiative and competence of all personnel, SYMETAL S.A. aims at the satisfaction of each customer’s requirements regarding quality, delivery time and agreed price, as well as in long term growth, competitiveness and international success of the company.

The General Manager