



Best choice.

# Quality Policy

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The top management of the two plants Bystronic Automation Technology and Bystronic Tube Processing, believes that having a Quality management system aligned with the UNI EN ISO 9001 regulation and other standards of the Bystronic Group, is the prerequisite for consolidating the leadership of the two competence centers for design and construction of automation systems and machines for laser cutting of tubes and open profiles.

In order to improve the quality of its products and services and the competitiveness of the Group of which it makes part of, it recognizes the following objectives as priorities:

- Complete satisfaction of the customer/subsidiary and all relevant stakeholders;
- Integration, where applicable, of management procedures between the two plants;
- Guarantee the profitability of the competence centers;
- Research and definition of opportunities for continuous improvement of all processes;
- Alignment with vision & mission of the Bystronic group.

The management of the two Competence Centers therefore undertakes:

- To analyze the context for minimizing risks and exploiting opportunities.
- To establish an ethical model achievable through raising awareness among all collaborators.
- To promote awareness of the internal customer and internal supplier relationship as a tool for improvement of business processes.
- To identify and transmit to company staff the requirements of internal/external customers, whether requested or not express and binding.
- To make staff aware of the importance of their activities for achieving the objectives
- To promote the collection and analysis of the data necessary to achieve the objectives.
- To provide the reference framework for establishing and periodically reviewing the objectives and goals and company programs.
- To promote transparent information of company results so that everyone can evaluate the effectiveness of one's own and collective contribution.
- The continuous professional growth of its staff.
- Compliance with the applicable legal requirements and other requirements that the organization subscribes to.
- To identify strategies aimed at providing subsidiaries with the best support for the sale of its products.
- To promote the consolidation of partnerships with suppliers who can guarantee and maintain the compliance with high quality standards.
- Reduce waste of resources, promoting recovery and recycling where possible.
- To promote the full adoption of the Business Excellence approach.
- To review this policy at pre-established intervals in order to evaluate its effectiveness.
- To communicate this policy internally, in order to make all collaborators aware of it.

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