

	SC PLASMATERM SA	Revision: 3 
	Quality Policy	Ex : I

S.C. PLASMATERM S.A. is committed to delivering high-quality products and services in accordance with the requirements and expectations of its clients, while ensuring compliance with all applicable regulations and industry standards. By implementing a Quality Management System (QMS) in accordance with the SR EN ISO 9001:2015 standard, our company aims to continuously improve internal processes and organizational performance.

Our quality policy is guided by the following fundamental principles of quality management:

- Focus on meeting and exceeding customer expectations.
- Leadership is actively involved in the implementation and monitoring of the quality system.
- Every employee actively contributes to maintaining and improving the quality of products and processes.
- Processes are managed systematically and integrally to ensure optimal performance.
- Dedication to the continuous improvement of processes, products, and services.
- Analysis of relevant data and information to make informed decisions.

The management of **S.C. PLASMATERM S.A.** takes responsibility for the effective implementation and maintenance of the QMS, committing to:

- Meet the requirements of clients and stakeholders by delivering products and services that meet their specifications and expectations.
- Ensure appropriate infrastructure and working environment for the proper execution of internal processes, with the aim of achieving consistent product quality.
- Allocate the necessary resources to achieve quality objectives and to ensure continuous improvement.
- Comply with applicable laws and regulations relevant to the company's activities.
- Promote the continuous improvement of performance and working conditions, creating an environment conducive to development and innovation.

For 2025, **S.C. PLASMATERM S.A.** aims to achieve the following quality objectives:

- Gain customer trust by fully meeting their requirements and exceeding their expectations.
- Optimize quality costs by reducing prevention and evaluation costs, as well as improving profitability.
- Achieve efficient economic activity that allows the delivery of high-quality products at competitive prices.
- Develop employee competencies through continuous training and increased awareness of the importance of quality in the production process.
- Enhance product competitiveness by using advanced technologies and high-performance equipment in production.
- Increase the responsibility of all employees to meet quality standards and the requirements of the production.
- Continuously improve the effectiveness of the QMS and the quality of products and services.
- Take responsibility for all processes, to ensure quality at every level.
- Collaborate effectively with suppliers to ensure the quality of materials and components.

The authority and responsibility for establishing, implementing, and maintaining the Quality Management System (QMS) are delegated to the Management Representative for QMS. The management of **S.C. PLASMATERM S.A.** continuously monitors the performance of the quality management system, using specific documents and records to track the achievement of objectives. Periodic performance reviews and analysis of the results are also conducted to ensure compliance with the quality policy and to identify opportunities for improvement.

The quality policy of **S.C. PLASMATERM S.A.** is available to all employees and is communicated to the public. This reflects our commitment to transparency and the active involvement of the entire staff in the quality assurance process.

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