

QUALITY POLICY

The Management of DELTA ELETTRONICA establishes its corporate strategies with full awareness of the need for an integrated vision of the organization, in which the "quality" aspect permeates and forms the foundation of all other elements that define the strategy itself.

Through the Quality Management System, the Management of DELTA ELETTRONICA defines its own expectations (performance) and those of interested parties by identifying, monitoring, and eliminating critical issues within its processes, while enhancing its strengths.

The overarching principle governing the Quality Policy is the satisfaction of interested parties, within a framework of continuous improvement.

DELTA ELETTRONICA has identified the following actions as essential:

- Understanding the context in which it operates;
- Identifying competitive advantages and business risks to be addressed;
- Highlighting and enhancing its strengths, while monitoring and eliminating weaknesses;
- Defining the necessary implementation methods to improve performance;
- Implementing the operational principles of the Quality Management System across all processes;
- Monitoring the organization respecting statutory and regulatory requirements.

WHAT WE WANT

Management considers it essential that organizational strategies, and therefore all operations, are aimed to:

- Identifying opportunities provided by the operating context, assessing associated risks, and taking targeted actions to eliminate critical issues and achieve objectives;
- Meeting the explicit and implicit needs and expectations of interested parties (clarity of communication, ease of contact, partnership, etc.);
- Complying with customer requirements and applicable statutory and regulatory requirements, and communicating them throughout the organization;
- Ensuring customer satisfaction with reference to contractual requirements;
- Achieving market recognition as a certified company capable of delivering superior quality and proven reliability in its products and services;
- Effectively managing corporate processes;
- Meeting health, safety, and environmental protection requirements as established by applicable laws.

For these purposes, the Management of Delta Elettronica is committed to meeting and, wherever possible, exceeding customer expectations at every stage of the relationship: commercial, administrative, and technical.

- At the commercial level, Delta Elettronica aims to accurately identify current and future customer needs and to propose the most suitable product/service solutions from both technical and economic perspectives, adapting its services when necessary to specific requirements.
- At the administrative level, Delta Elettronica is committed to maintaining maximum transparency in its relationships with customers. Contracts will be as simple as possible, and all related conditions will be clearly explained. Invoices will be equally transparent.
- At the technical level, Delta Elettronica will always provide products compliant with contractual specifications, with particular attention to product quality and safety.
- Establishing high-quality relationships with customers, suppliers, and collaborators;
- Implementing a commercial policy that, with the contribution of the entire organization, ensures alignment with customers and the creation of shared added value;
- Providing products and services that meet both explicit and implicit customer needs and support them in achieving their objectives;
- Creating a work environment that allows employees to fulfill their expectations, fully express their abilities, and develop their professional skills;
- Selecting capable suppliers and establishing partnership relationships based on mutual benefit;
- Continuously improving;
- Meeting customer needs and ensuring their full satisfaction;
- Ensuring product and service conformity, including safety, performance, and on-time delivery;
- Applying the AS9120B standard and the UNI EN ISO 9001 standard, while maintaining ethical behavior toward customers, suppliers, and society.

To this end, an annual Quality Plan is prepared, defining Delta Elettronica's objectives.

COMMITMENT

in this regard, DELTA ELETTRONICA is committed to:

- Maintaining an effective Quality Management System implemented in accordance with UNI EN ISO 9001:2015 and AS 9120B/EN 9120:2018;
- Enhancing and keeping employees' professional skills up to date;
- Motivating, empowering, and raising awareness among personnel regarding continuous improvement;
- Adopting advanced technological tools to increase competitiveness;
- Maintaining a high level of supplier quality through careful selection based on reliability and the establishment of partnerships;
- Increasing preventive activities in all areas in order to reduce non-quality costs and impacts on interested parties;
- Optimizing management processes to enhance competitiveness, reduce waste, and mitigate risks;

- Optimizing decision-making processes to ensure efficiency and alignment with established objectives;
- Monitoring customer satisfaction and organizational performance through methods defined during Management Review;
- Meeting customer expectations regarding product safety aspects.

The Management of DELTA ELETTRONICA fully supports this Quality Policy in pursuing established objectives and continuous improvement. It is also committed to disseminating and ensuring understanding of this Policy at all organizational levels and among all interested parties.

The review of DELTA ELETTRONICA's performance includes Management's evaluation of the effectiveness of its operations through dedicated meetings with personnel to ensure process adequacy and compliance with the requirements of UNI EN ISO 9001:2015 and AS 9120B/EN 9120:2018.

WHO WE ARE

The market in which we operate increasingly demands professionalism and the ability to support our customers, including compliance with organizational and social regulatory requirements. The primary objective of DELTA ELETTRONICA is the ever-increasing satisfaction of all those who have relationships with us.

We, together with our suppliers, our customers, and all interested parties in DELTA ELETTRONICA, are a single "body" that must move in unison for mutual satisfaction, considering every improvement achieved as a starting point rather than a final destination.