

Quality Policy

The Management of the Bystronic Tube Processing believes that having a Quality Management System compliant with the UNI EN ISO 9001 standard is an important prerequisite for contributing to the relaunch and sustainable growth of the Bystronic Group.

Our Quality Policy reflects the common commitment to operational excellence, customer satisfaction, Swiss quality and Italian leadership in the design and production of laser cutting machines for tubes and open profiles.

In order to improve the competitiveness of the Group, recognize the following objectives as priorities:

- **Operational Excellence:** continuously improve production and service processes to reduce warranty costs and increase efficiency.
- **Customer Focus:** putting the customer at the centre of all our activities, ensuring rapid response, empathy and consistent and reliable service.
- **Quality:** ensuring that every product and service reflects the high standards of Swiss quality, covering the entire product lifecycle.
- **Innovation:** integrating advanced technologies and automation to improve the customer experience and maintain our leadership in the industry.

The Management therefore undertakes:

- to establish an ethical model achievable through raising awareness among all employees and collaborators;
- to implement a periodic performance review process to promptly identify and address areas for improvement;
- to constantly update the skills of the staff to ensure excellent service and proactive management of customer needs;
- to collect and analyse customer feedback to continuously improve our products and services;
- to provide all the resources necessary for the satisfaction of requests and communication with customers;
- to promote awareness of the internal customer-supplier relationship as a tool for improving business processes;
- to identify and transmit to the company personnel the requirements of the interested parties: requested, not expressed and binding;
- to promote the culture of quality and responsibility to make staff aware of the importance of their activities in achieving objectives;
- to promote the consolidation of partnerships with suppliers who can guarantee and maintain compliance with high quality standards;
- to reduce waste and the waste of resources, promoting recovery and recycling where possible;
- to review this policy at pre-established intervals in order to evaluate its effectiveness;
- to communicate this policy to all interested parties.

Cazzago San Martino, May 2025

Walter Chiarappa
VP Operations Italy