

QUALITY POLICY

MSA Damper srl is not only a supplier of high content components technical but has the goal of providing the customer with the right solutions to improve his performance of comfort and reliability and safety.

MSA Damper is therefore committed to:

- **Guarantee** the evolution of its products, services and resources to meet customer needs and exceed expectations for availability and assistance, measuring their satisfaction. Evaluate any complaints, non-quality costs and implement adequate corrective and preventive actions. Also evaluate the overall perception that the customer has of the company, in order to constantly improve it.
- **Monitor** constantly and with increasing effectiveness all the costs of non-quality, external and internal, in order to reduce waste
- **Guarantee** the creation of a work environment, in which there is unity of purpose and orientation between the Management and the staff, suitable for the pursuit of the organization's objectives. The full involvement of the staff is the ideal condition to ensure the use of existing skills and the achievement of mutual satisfaction
- **Guarantee** a streamlined, flexible and competitive organization of activities and resources, implemented by processes, controlled and monitored, seeking continuous improvement of products and services. The periodic review of the results and objectives is functional to the improvement of the entire Company Management System.
- **Guarantee** the constant commitment to the continuous improvement of the safety of its products, in terms of design, material procurement and production, adapting to the evolution of the market and current legislation as well as technological improvements. The monitoring of these improvements must be carried out with objective and measurable indicators.
- **Seek** greater market penetration and coverage by increasing MSA Damper's perception as an excellent supplier.
- **Demonstrate** the organization's commitment to safeguarding the health and safety of workers, the reliability and safety of its products, the environment, and sustainable development.
- **Demonstrate** the organization's constant commitment to continuous improvement of the Quality Management System
- **To include** more and more elements in our system relating to the part of Business Ethics and Sustainability

Asti, 2025/06/04

General Manager