# QUALITY POLICY

| REVIEW CARRIED OUT BY | DATE OF REVIEW | DATE OF NEXT REVIEW |
|---|---|---|
| YB | 28/12/2024 | 28/12/2025 |

## PURPOSE OF POLICY

Quality, technical skills and service are the main ways of competing in the market, and are fundamental aspects of Trojan Special Fasteners Ltd ("the Company") strategy.

## MISSION

"To manufacture internally threaded fasteners that fully satisfy customer expectations and explicit and implicit requirements thanks to the excellent quality of the products offered.  The manufacture of fasteners must systematically meet the requirements specified by the customer and applicable mandatory requirements."

To achieve this Mission, the company has established the following areas as a starting point:

- Research and innovation in manufacturing process improvement
- Product reliability through external testing when required.
- Value for money
- Customer satisfaction
- Definition and implementation of a quality management system in accordance with the requirements of the ISO9001:2015 standard, with the aim of pursuing the continuous improvement in quality of the Company's performance, and of the processes provided in line with customer needs and applicable regulatory requirements.

For this purpose, the company carries out specific activities and actions regarding the following main points:

- Improvement in product quality by monitoring complaints and returns.
- Systematic analysis of company costs in order to have sufficient material to be able to offer competitive products efficiently and with excellent value for money.
- Focus on satisfying customer requirements, and maximum care and clarity in meeting contractual commitments (professionalism), clearly defining all the requirements that the Organisation must implement and satisfy.
- Focus on customer needs through the measurement and analysis of data related to satisfaction, with the correct interpretation of all these aspects setting the conditions to be able to offer products that increasingly satisfy customer expectations.
- Focus on customer needs through the measurement and analysis of data related to satisfaction, with the correct interpretation of all these aspects setting the conditions to be able to offer products that are increasingly in line with expectations.
- Compliance with the contractual terms defined in the order confirmation; planning the job activities to speed up the delivery of the requested product to the customer while maintaining a high quality of manufacturing and complying with applicable mandatory regulatory requirements. The ability to improve business performance will be measured by achieving the objectives set by management during annual reviews.

## EMPLOYEES

All employees of the Company (within the relevant areas of responsibility) must pay the utmost attention in interpreting customer needs to ensure high customer satisfaction.

This document has been shared on the Brightpay Connect system with all employees.

## LEADERSHIP

The Company's management team is committed to showing leadership and bearing responsibility for creating, implementing and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Company to achieve this. We further undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

With effective leadership and support, every employee will have a proper understanding of the importance of the Quality System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company.

Every employee is responsible for, and will be fully trained to perform the duties required by his or her specific role.

## CONTINUOUS IMPROVEMENT

The Company has a total commitment to Continuous Improvement through rigorous application of the principles and practices of the QMS.  Clear quality objectives, in accordance with the framework laid down within ISO9001:2015 provide a fundamental basis for all our processes and activities.


AM

Managing Director