

QUALITY POLICY

Elga Europe, is operating internationally in the printed circuit board manufacturing and semiconductor industry since 1973.

The high level of quality of products and related services have enabled the company to rank among the most important players in the market over the years.

The adoption of a Quality Management System has accompanied this growth with the first certificate obtained in 1999 until the latest update to the ISO 9001:2015 standard.

Elga Europe is committed with all its employees to pursue and maintain the satisfaction of Customers and requirements, both mandatory and voluntary, also through the adoption of a Quality Management System that meets the requirements set forth in the ISO 9001:2015 standard.

Specifically, **Elga Europe** is committed to:

- Produce products and offer services in line with market expectations through the efforts of in-house laboratories and cooperation with customers and suppliers;
- Establish quality objectives in corporate, strategic and operational documents;
- Maintain a dedicated technical assistance team that, in addition to follow customers through the start-up phases of a new product and handling any technical issues, is responsible for maintaining constant and regular relationships with customers to provide a complete support at both the technical and commercial levels;
- Reduce possible product defects or service failures through risk analysis, assessment and treatment, carried out on production and support processes;
- Operate in compliance with all obligations applicable to products and services offered and operating policies in the corporate context;
- Train and involve all company personnel, in relation to their duties and responsibilities, to make them aware of the impacts on the quality of products and services resulting from their activities;
- Perform monitoring, measurement, and verification activities aimed at improving customer satisfaction and proper implementation of regulatory requirements and the ISO 9001:2015 standard.

Management is directly involved in the activities of monitoring, verifying and defining improvement actions with respect to the commitments made.

This document is reviewed by Management at least once a year at the management review to check its appropriateness to the changing internal and context.

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L'Amministratore Delegato
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