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QUALITY POLICY IN OHb ITALIA

The Management of OHb Italia S.p.A. has been committed to establish and maintain its Company Quality Management System (QMS) as a strategic asset of its management, based on the analysis and reduction of operational risks towards greater profitability and improved Customer Satisfaction.

Accordingly, OHb Italia S.p.A., in the person of its CEO, reaffirms the following

QUALITY POLICY

established through the definition and application of a Quality Assurance program, in accordance with the requirements of the UNI EN ISO 9001:2015 standard and its extension UNI EN 9100:2018, of the NATO-AQAP 2110/2310/2210 regulations, UNI ISO27001:2013 standards and all mandatory regulations.

Furthermore, the structure of OHb Italia's quality system will have to conform to the body of ECSS regulations, a de facto standard of the European space industry.

The Quality Assurance program intends to pursue the following objectives:

- satisfaction of our customers, through:
 - ✓ compliance with the contractual deadlines;
 - ✓ supply of products and provision of services that meet the purpose of their use and that comply with the explicit and implicit contractual requirements of the Customer, as well as with mandatory regulations;
 - ✓ provision of a timely and efficient technical assistance service both during the Warranty period and in the post-Warranty period;
 - ✓ evaluation of the degree of customer satisfaction with the products supplied and the services provided.

- achievement of the economic objectives set yearly, with the guarantee of customer satisfaction, through:
 - ✓ the management control of orders in progress and the objective economic estimate of those in acquisition;
 - ✓ the continuous control of subcontractors and service providers who have direct impacts on the customer expectations

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- awareness by all company levels of the presence of a Quality Management System which, in order to pursue the above objectives, takes charge of:
 - ✓ design a clear management system where tasks and responsibilities are assigned to all operational levels;
 - ✓ ensure that the quality policy is disseminated and understood at all levels of the organisation;
 - ✓ define the Quality Objectives, involving all company areas in their differentiation by product lines;
 - ✓ promote a support team to the Quality Assurance Manager, composed of the managers of the various company areas and the Quality department, in order to share the actions taken for the monitoring, control and validation of Quality assurance tools.

- Strengthening by all company levels of practices aimed at reducing risks resulting from failure in pursuing the quality objectives through:
 - ✓ review of the Quality Objectives, involving the company areas affected by their achievements;
 - ✓ systematic analysis and periodic review of the progress of all processes that have an influence on the quality of the delivered product and service, in order to reduce the number of non-conformities and the related costs;
 - ✓ promotion of continuous updates, aimed at a critical understanding of the management system and its implementation at all levels of the organization;
 - ✓ planning and implementation of continuous quality improvement projects through a system of definition, measurement and control of the indices representative of all processes.

Roberto Aceti

A handwritten signature in blue ink, appearing to read "Roberto Aceti", written over the printed name.

CEO - OH B Italia S.p.A

Milan, 20/09/2024