 SEYNTEX PROTECTION • PRECISION • PASSION	ISO 9001 (2015)	Effective
	Clause 5.2 Quality Policy	06/09/2023

Seyntex aims to develop, produce and commercialize (ready) end products for technically oriented customers.

To achieve this, Seyntex works according to a quality management system based on the ISO 9001:2015 standard, supplemented with the guidelines from AQAP 2110.

This way of working is aimed at increasing our customer satisfaction by continuously reacting to the market evolution of raw materials and products, the technical and quality requirements of customers and prospects and the continuous improvement of the processes, systems and personnel qualifications of our own organization. .

Seyntex defines “quality” as the delivery of products (and services) that meet the customer's specifications, produced with the best available materials and techniques, at a competitive price and within the agreed period.

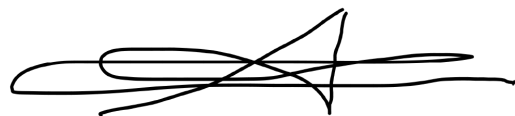
Through its management system and its commitment to continuous improvement, Seyntex aims to meet the requirements of the customer, the relevant stakeholders and laws and regulations at all times in order to achieve optimal customer satisfaction by:

- ✓ Develop a policy that is appropriate for the organization;
- ✓ Make this policy known and understood within the organization;
- ✓ Promoting high quality awareness among employees;
- ✓ Motivating employees, encouraging participation and involvement in improvement projects;
- ✓ Train and/or educate employees;
- ✓ Comply with applicable laws and regulations;
- ✓ Maintain a quality management system that meets the conditions set in the NEN-ISO-9001:2015 standard

As indicated, the management system is aimed at increasing customer satisfaction. This is further achieved by:

- ✓ A thorough analysis of customer requirements and their translation into specifications that serve as a basis for the realization of the project,
- ✓ Analysing customer feedback and expectations and communicating this within the organization,
- ✓ Taking into account experience from previously completed projects.

In order to maintain the focus on customer satisfaction, management asks those responsible for sales and quality service to report customer feedback objectively.



Agar Daelemans
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