Quality Policy

Kyma S.p.A.

Kyma S.p.A.
S.S. 14 km 163,5 – In AREA Science Park – IT-34149 Trieste, Italy, EU - VAT: IT-01131640326
Tel. +39 040 375 8472 – e-mail: info@kyma-undulators.eu - web: kyma-undulators.com

Document title	Quality Policy
Document ID	PLAN-CRD-QualityPolicy
Author(s)	Raffaella Geometrante
Approver	Raffaella Geometrante
Revision	03
Date	08 - 09 - 2026

1. Quality Policy

Kyma's Quality Policy is based on the conviction that quality is the practical expression of the Company's identity, competence, leadership and reliability.

At Kyma, quality means the ability to transform advanced scientific and technical requirements into reliable products, controlled projects, satisfied customers and sustainable business results.

Quality is not only what the Company delivers. It is how the Company is led, how people take responsibility, how processes are controlled, how decisions are made and how trust is built over time.

Kyma is committed to:

- understanding the needs and expectations of customers and relevant stakeholders;
- delivering products and services compliant with agreed technical, contractual, statutory and regulatory requirements;
- managing projects through clear objectives, planning, responsibilities, risk assessment and monitoring;
- strengthening the integration between strategy, quality, processes, people and economic sustainability;
- ensuring that each function understands its contribution to product and service quality;
- improving internal communication, interfaces and cooperation between functions and locations;
- developing competence, autonomy and accountability within the organization;
- using reporting, indicators, factual analysis and lessons learned to support decisions and improvement;
- managing suppliers as a key part of product and service quality;
- identifying risks and opportunities arising from the internal and external context;
- maintaining an open, professional and transparent dialogue with customers and stakeholders;
- ensuring that the Quality Management System remains suitable, adequate and effective;
- pursuing continuous improvement of products, processes, organization and management practices.

Kyma's Quality Policy is based on four fundamental commitments:

1. **Customer trust and satisfaction**
   achieved through competence, transparency, reliability, technical credibility and respect of commitments.
2. **Technical excellence and industrial reliability**
   achieved through rigorous design, controlled processes, reliable manufacturing, effective qualification and disciplined project execution.
3. **Organizational improvement**
   achieved through clear responsibilities, robust processes, planning, reporting, data-based decisions, risk management and continuous learning.
4. **People, responsibility and working environment**
   achieved by developing competence, encouraging accountability and creating an environment where people can work well, speak openly, cooperate effectively and contribute to the Company's objectives.