

 SOFIA MED More than Copper	QUALITY POLICY	QM-04
ISO 9001:2015; IATF 16949:2016	Page 1 to 2	Rev: 04 / 06.12.2024
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QUALITY POLICY

Sofia Med manufactures **premium rolled and extruded copper products and copper alloys**, which are widely used in many branded applications. We uphold our tradition of values while advancing technology, products, and services. Our core values—ethical behavior, honesty, responsibility, and open communication—are integrated into all business activities. To **reinforce these commitments** and enhance Sofia Med's reputation and success, the management has established a corporate policy focusing on our customers' and employees' success.

Our vision is to be the **preferred partner in the global manufacturing industry**.

Our mission is to generate **sustainable growth** and create value through excellence in our people, products, and services, with respect for the environment and society.

Customer Satisfaction

Our customers are our partners. We collaborate for mutual success and business continuity. We strive to anticipate and reliably address our customers' requirements and future goals.

Zero Defect Philosophy

Challenges and identified mistakes are opportunities for innovation and improvement. Each employee is empowered to detect defects, eliminate them, produce perfect quality, and minimize environmental impact. **Preventing defects** is prioritized over detection.

Continuous Improvement

We aim to build on existing strengths and develop future-oriented solutions through continuous improvement, enhancing the quality and competitiveness of our offerings.

Leadership Skills

We are committed to adapting and improving quality management to new circumstances. Our quality policy derives corporate and process goals that promote executive responsibility and alignment with our core values.

Growth

Our ideas and knowledge foster new product development, securing our future while meeting customer requirements and expectations. Market changes are opportunities for growth in profit and capabilities, allowing us to deliver innovative products, services, and solutions.

Preservation of Market Shares

We aim to create competitive advantages for our customers and ourselves, securing company growth by serving existing markets with innovative solutions and exploring new areas aligned with our technologies and competencies.

Profit

Our goal is to generate sufficient profit to finance business growth and provide resources for achieving quality targets and responsibilities.

Employee Satisfaction

The qualification, awareness, and motivation of all employees are vital to corporate success. We ensure employees are informed and equipped with necessary skills through training.

We are committed to continuous improvement. Every employee is responsible for implementing this policy within their area of responsibility. The quality policy is publicly available to all stakeholders and communicated by the management representative.