

The Management of INTERLAKEN S.R.L. for the development of its activities of:

“Design and Development, Production and Marketing of Thermocouples and valves for gas-powered appliances”

Has established the following principles that guide our Quality Policy to satisfy the needs of our customers and achieve the highest standards in our products and services:

• **Customer Focus**

Continuously identify and satisfy the needs and expectations of our Customers, through the constant improvement of our products and services, with the aim of exceeding their expectations.

• **Compliance with Requirements**

Ensure compliance with all requirements applicable to our products, standards and regulations, guaranteeing that our activities are developed in an ethical and responsible manner.

• **Commitment and Collaboration**

Promote commitment to Quality and active collaboration throughout the Organization, promoting a culture of improvement and teamwork.

• **Use of Technology and Resources**

Incorporate the resources and technology necessary to meet the current and future needs of our Customers.

• **Personalized Attention**

Provide personalized services tailored to the requirements of our Clients, prioritizing satisfaction and building long-term relationships.

• **Relationships with Suppliers and Interested Parties**

Establish mutually beneficial relationships with Suppliers and other interested parties, guaranteeing added value throughout the entire supply chain.

• **Process Management and Continuous Improvement**

Manage processes and their interrelations as a system, to achieve objectives effectively and efficiently, promoting continuous improvement in all our operations.

• **Risk and Opportunity Management**

Identify, evaluate and manage risks and opportunities in our processes, strengthening our response capacity and flexibility to changes in the environment.

This Policy will be reviewed periodically to verify its continued suitability for the purpose and context of the organization, and will be available to our Staff, Clients, Suppliers and other relevant interested parties.

Management is committed to providing the necessary resources so that this Quality Policy is understood, implemented and maintained by all staff.



Director General