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Quality Policy

Record of Changes

Description	Rev	Date
Released	A	1977-06-15
Chapter 6 (Roles and Responsibilities) updated, including notification to customers.	BA	2025-03-11
Document fully revised. Content updated and partially transferred to the Quality Manual	BB	See footer

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CM: 2025-10-13

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1 Scope and Objective

This policy applies to all aspects of Terma's value chain, covering physical and digital products, components, services, and related processes.

Terma will fulfill our purpose of securing people through advanced technology by

- *Continuously improving the quality of our products and services,*
- *Consistently meeting or exceeding the requirements and expectations of our customers.*

We show passion in everything we do by

- *Prioritize learning and improvement,*
- *Proactively and continuously manage risk and opportunities.*

Quality Objectives

Executive Management has defined the following Quality Objectives

- *Customer Satisfaction at a high level,*
- *On-time delivery of products and services,*
- *Low Cost of Poor Quality.*

2 Our Commitment

Quality is our priority. At Terma, we ensure our products meet the highest standards and align with our values. We uphold quality and product safety requirements while advancing sustainable solutions that benefit the environment.

3 Our Approach

Our standardized processes and ISO/AS-certified management system govern our quality approach, ensuring consistency, knowledge retention, and agility. We continuously refine our standards to enhance product reliability and performance.

We set Quality objectives and KPIs, integrating them from strategy to operations with multi-level measurement. Our focus is on managing risks, particularly in critical processes and high-risk development initiatives. Effective quality assurance minimizes failure risks across the value chain.

Continuous improvement is key. We leverage data from internal processes and audits to drive informed decisions.

4 Responsibility

Quality is the responsibility of everyone at Terma.

Top management has appointed Head of Corporate QHSE as the management representative who has the responsibility and authority for oversight of certificate requirements.

Corporate QHSE holds overall accountability for quality assurance and control across Terma's products and services, including incident management and escalations. In some areas, quality functions are decentralized or delegated, but Corporate QHSE remains ultimately responsible.