

QUALITY STATEMENT POLICY

Nordival Srl is a leading supplier of Swagelok products and services for fluid systems, used in high performance applications, where reliability and installation safety are essential. The values of **Swagelok** corporate guide every activity at Nordival, helping us understand the requirements of our customers and meet their expectations, with the aim of being a key partner in solving their problems.

Supported by the Leadership Team, Nordival Management converts general objectives into measurable and monitorable goals, which are included in the annual strategic plan and are the reference framework for defining and reviewing them. Nordival Quality Policy is therefore aligned with the organization's goals and context and aligned with the objectives set out in the strategic plan. Nordival commitment is to meet and exceed customer expectations by consistently and promptly providing high-quality products and services. For this reason, we work daily to earn customer trust, eliminate causes of dissatisfaction, minimize non-conformities and complaints, implement effective corrective actions, and ensure the competence of our associates in addressing and solving problems, analyzing their causes, and identifying risks.

In achieving the Quality Objectives, Nordival:

- **Promotes the Culture of Quality** in all areas of the company, so that associates and other stakeholders consider quality an essential element in the execution of daily activities, actively engaging in the continuous improvement of every commercial, production, and quality process.
- **Maintains a constant commitment to continuous improvement**, communicating corporate objectives to employees and implementing an effective and efficient corrective action process.
- **Ensures continuous training for employees**, based on clearly defined and communicated roles and responsibilities, providing the necessary tools and support for achieving Quality Objectives, while promoting individual growth and the overall development of the company.
- **Implements a system of policies, procedures, and processes** to support Quality Objectives, which are periodically reviewed, updated, and made easily accessible to Nordival staff and stakeholders involved in business processes.
- **Promotes a risk-based approach** for each activity, in order to ensure effective management of business processes.



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NORDIVAL S.r.l.

C.C.I.A.A. Brescia, R.E.A. N° BS-561450, Codice Fiscale e Partita IVA n° 03767370988

Cap. Soc. Euro 100.000,00 i.v.



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NORDIVAL^{SRL}

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Swagelok [Italia](#) - Swagelok [Greece](#)

To ensure the rigorous management, implementation, and effective application of the Quality Management System, Nordival Management has appointed a **Quality Manager** who operates independently, reporting directly to Management.

In line with this Policy, Management, Leadership Team, and all Nordival Associates are committed to provide products and services that meet the requirements of Swagelok, customers, other stakeholders, and applicable regulations, without compromising quality, with the aim of achieving excellence through continuous improvement.

Rev. 01.03.2024

Nordival Srl
Cristiana Bosetti
Direzione



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