

## **TWave S.L.**

Secundino Roces Riera, 1  
33428 Llanera (Asturias)  
Spain



## **QUALITY POLICY**

The Management of **TWave S.L.**, specialising in predictive maintenance solutions, hereby establishes this **Quality Policy** as the reference framework guiding all of its activities toward **operational excellence** and **customer satisfaction**, ensuring that our QMS remains aligned with the organisation's strategic vision, mission and values.

Our commitment is to ensure that the **Quality Management System (QMS)** is fully aligned with the organisation's **strategic vision, mission and values**.

This document is an **essential guide for action** at every level of the organisation. Its understanding and strict compliance are **mandatory** for all personnel whose duties relate to the implementation, development or control of our organisational processes.

TWave's Management promotes an **integrative, cross-functional** view of quality based on the ISO 9001:2015 international standard, which is embodied in the following principles:

- **Customer focus:** meet and anticipate customer needs by delivering **safe, effective and tailored** solutions, while maintaining **smooth, open and transparent** communication with them.
- **Objective measurement:** establish **clear, jointly agreed and verifiable quality indicators** together with interested parties.
- **Regulatory compliance:** strictly comply with **current legislation**, applicable regulations and any other commitments undertaken.
- **Prevention over correction:** foster a **preventive culture**, avoiding errors through proper planning.
- **Risk management:** systematically identify, assess and control **quality risks**.
- **Team commitment:** engage all personnel by promoting **continuous training, participation and recognition**.
- **Effective communication:** ensure **clear and fluid internal communication** that facilitates compliance with the established requirements.
- **Aligned partners:** require suppliers and partners to uphold a level of **quality consistent** with our own standards.

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- **Continual improvement:** ensure evaluation of the system through the **monitoring of results, internal audits and improvement actions.**

This document is available to all interested parties and is updated whenever necessary. Such updates are managed by the **Quality Department**, ensuring their correct application throughout the organisation.

Llanera, 18 July 2025

Signed: Jose Ramón Blanco González (Managing Director)

A blue ink signature is written over a rectangular stamp. The stamp contains the Twave logo and the text "TWave S.L. - CIF B74377821".