



## QUALITY POLICY

As Norm Holding our quality policy is,

Providing customer and employee satisfaction-oriented production and service understanding;

Ensuring the Understanding, Implementation and Maintenance of the Quality Management System by all Levels of Affiliated Companies,

Improving the Quality Management System by Preventing Errors Before They Occur and Taking Necessary Precautions to Avoid Repetition of Mistakes with a Risk-Focused Approach and Zero Error Philosophy,

Providing Full and Accurate Service to Our Customers by Meeting All Applicable Conditions within the Frame of Customer Special Requests,

Following the Developing Technology Closely in Fasteners and Continuing Education to Our Employees

Aiming for continuous development together with Supplier Firms and Working with Supplier Firms that have this vision, in order to provide our customers with full and accurate service.

Fatih UYSAL

CHAIRMAN OF THE BOARD

