

QUALITY POLICY

ESTEL and all employees are committed and dedicated to meet our customers' expectations and requirements. We believe that quality is a living principle. Through continuous improvement and daily commitment, we strive to exceed expectations and sustain lasting trust. We do consider the “quality system” not only in accordance with ISO 9001 but also in terms of improving our reliability and performance.

To achieve this total quality objective, the company has set itself certain objectives:

Customer Focus

Achieve full satisfaction for our customers by offering them innovative products of superior quality in compliance with the industry standards and regulations and ensuring effective technical support.

Process Approach

Embed quality in our daily work and throughout the product lifecycle, from architecture and design through manufacturing and test by Implementing robust Design for Manufacturing (DFM) and Design for Test (DFT) principles.

Continuous Improvement

Embrace continuous improvement from concept phase to final product and maintenance. Quality built-in by design, measured by rigorous validation and reliability test. Analysing quality metrics such as First Pass Yield (FPY), Failure mode and effects analysis (FMEA), Return Material Authorization (RMA).

Collaboration

Establish regular collaboration with our customers and suppliers to achieve the highest level of quality in an unbroken value chain.

Engagement of People

Satisfy our employees by improving their performance and the development of their professional and personal skills. Creating an enthusiastic and positive-minded work environment. Foster a culture of ownership, accountability, and cross-functional collaboration.

Evidence-Based Decision Making (EBDM)

We aim on using reliable data, facts, and objective analysis to guide decisions, rather than relying on assumptions, habits, or opinions alone.

This Quality Policy is reviewed annually by executive leadership and communicated to all employees. Leadership is committed to providing the resources and organizational support required to uphold this policy and achieve our quality goals.

May 2025, CEO

