

# Quality Management Policy Statement



The quality of our company's products, processes and services is essential to our success and depends on the quality delivered by each and every employee and indeed the entire workforce as a team. Through innovation and the continuous improvement of our quality standards, we aim to build customer loyalty by meeting our stakeholders' needs.



## Quality Management Commitments:

- **We focus on customer satisfaction and high cost effectiveness**

We ensure the long-term success of our customers by offering innovative processes, high quality and state-of-the-art technologies. In order to achieve high level of cost effectiveness we comply with all internal and external requirements.

- **We continuously improve our products and processes**

We implement a global continuous improvement process to optimize product, process and service quality in all areas. We ensure that all activities that impact quality are properly planned, controlled and monitored.

- **We build reliable relationships with suppliers**

We improve supplier performance through a joint efficiency improvement process based on cooperation and technological innovation.

- **We take opportunities and mitigate risks**

We consider and trace risks and opportunities. Risk consideration is fundamental to everything we do. We identify risks in conception and development and steer quality through preventive measures towards the objectives.

- **Our employees are the embodiment of the know-how of our organization**

Our employees are our most important resource. We promote a culture of quality, commitment and competence in relation to the Integrated Management System. Regular appraisals and continuous training promote employee awareness at all levels to ensure competent, responsible action.

