

## Quality Policy

It is our goal to create products which meet the demands and expectations of our customers. As an environmentally orientated company we have set ourselves the goal of keeping the production-related effects on the environment and the energy consumption to a minimum. To this end, state-of-the-art methods, tried and tested manufacturing processes and production facilities are used. All phases of the creation of the product are planned and executed under observation of standards, rules and regulations and statutory provisions. The necessary resources to achieve the quality goals are provided.

Trained and qualified personnel attend to the necessary work in all areas of the company. We attain the quality of our products by planning all necessary measures before and during the order processing as well as through the systematic monitoring of all processes during the product development.

The zero error strategy is at the forefront of all activities with preventative measures to avoid the occurrence of errors.

To determine and evaluate customer satisfaction an objective and systematic approach is applied as part of the market observation. Trends in customer development and satisfaction are documented, assessed and as far as is possible compared with the competition.

Employee satisfaction is ascertained every two years as far as possible in the course of employee interviews or written surveys.

## Principles

By implementing our quality policy we want to attain a high level of customer satisfaction, energy efficiency and environment protection. All employees are committed to constantly putting the following principles into action in their daily tasks.

- Close relationship with our customers and suppliers
- Avoidance of errors in planning, production and administration
- Reduction of waste and scattering' to protect scarce resources
- Initiating error avoidance measures in all areas
- Establishing and disclosing problems together with the specialist divisions
- Recognising possible errors at such an early point that they do not result in faults later on
- The zero error strategy is the goal
- Implementing a continuous improvement process in every-day actions
- Carrying out a systematic comparison of one's own demands with the demands and desires of the customers as well as the consequences for the environment
- Monitoring, assessing and controlling how our management system functions through internal audits.
- Economic measures (investments etc) are in line with this approach of all-round quality, increase of our capability and the commitment to energy efficiency and environmental protection.

Management / Signature

Date: 19.04.2021

