

# Quality Policy



## **"The satisfaction of our customers is our obligation."**

This sentence is the starting point and goal of our quality policy. All of our decisions and activities are measured against this guiding principle.

The quality of each individual's work and the collective quality of our services is a decisive factor in our customers' success.

It is our permanent assignment to fulfill and exceed our customers' quality expectations. We achieve this by ongoing development of our processes and services. We meet all legal requirements.

Ongoing development of our quality management is guided by the following principles of our quality policy.

### **1. Partnership**

We consider our customers and our suppliers as partners with whom we aspire to long-term relationships based on trust. Using best-cost solutions, we help our customers achieve a competitive edge.

### **2. Quality**

The customer determines what quality is. In each case, the agreed services are to be fulfilled 100%.

### **3. Flexibility**

We want to fulfill special requests and short-term changes to agreed services in an uncomplicated way.

The implementation of these principles is in our hands. The fundamental prerequisite for successfully dealing with all tasks is the individual responsibility and initiative of the employees.

### **4. Individual Responsibility and Initiative of the Employees**

Each employee is responsible for quality, flexibility, and for dealing with our customers in a spirit of partnership. The employees have both the duty as well as the right to take all necessary measures. This includes continuing education, layout of the workplace, cooperation in design of the work environment and work processes.

### **5. Tasks and Self-Concept of Management**

Management personnel support and challenge their employees. They commit themselves to creating the structural conditions that make customer-oriented, economical, and success-oriented work possible, and help in achieving challenging goals.

They serve as models and create an atmosphere of trust and mutual regard.

Management personnel are responsible for promoting the training, development, and satisfaction of their employees.

The last two principles are consistent with the conviction that people are the decisive factor in success. This conviction can be summarized in the following principle:

## **"We are all responsible for the success of our company."**

Malsch, 26 April 2018

A handwritten signature in blue ink, appearing to read 'D. Hollenbach', written over a horizontal line.

Dieter Hollenbach  
Chief Executive Officer

A handwritten signature in blue ink, appearing to read 'K. Olma', written over a horizontal line.

Klaus Olma  
Quality and Environmental Management Officer