

## POLICY

# QUALITY

Our Quality policy is derived from our corporate principles and applies to all business divisions.

### **CUSTOMER SATISFACTION**

Customer satisfaction is one of our top corporate principles.

### **WE WANT TO BE A PREFERRED SUPPLIER FOR ALL CUSTOMERS**

This goal applies to all internal and external customers.

### **AGREED DEADLINES MUST BE MET**

All things considered; meeting deadlines prevails cost considerations. The quality of our thinking and actions must not suffer even under time pressure.

### **WE WANT TO PRODUCE "ZERO DEFECTS"**

Quality problems may not be passed on. Root causes must be identified and permanently eliminated at the source. Error prevention is prior to error detection.

### **CONTINUOUS IMPROVEMENT OF OUR PROCESSES (CIP)**

Internal and external benchmarks are used for improving our processes. This affects the quality as well as the productivity and cost-effectiveness of our processes. Our customers should always receive an optimized performance.

### **CONTROLLABILITY OF ALL SERVICES**

All services in sales, marketing, development, production and quality management must be feasible, fully understood, and managed accordingly.

### **ENVIRONMENT FRIENDLY ACTIONS**

Environmental awareness is part of our day-to-day thoughts and actions. We ensure environmental welfare in thinking and acting.

### **IMPLEMENTATION OF CUSTOMER REQUIREMENTS**

Compliance with and implementation of customer requirements as well as legal standards and regulations is an obligation for all employees in the company.

### **CUSTOMER/SUPPLIER RELATIONSHIP**

Every internal and external customer/supplier relationship is based on a target-oriented, cooperative and constructive dialogue, and a critical assessment of results.

### **ASSUMING QUALITY RESPONSIBILITY**

Our employees are crucial for our company success. We empower them to assume quality responsibility in their sphere of influence. This includes the right and the obligation to take measures to reduce possible consequential damage if quality standards are not achieved. We continually improve the quality awareness of our employees with trainings and by the role models of our managers.

Neckartenzlingen, 4 April 2024



Dr. Dirk Wendt, General Manager