

Our philosophy "**We Live Quality!**" commits us to a holistic approach to quality, that aims to achieve a high level of customer satisfaction and thus a consolidated market position.

Quality must be planned, practiced and constantly adapted to the customer requirements. This is why all employees are involved in the continuous improvement of products and processes. Regular quality forums and quality strategy meetings support this approach.

In order to live up to this philosophy, we are committed to acting in accordance with the following guidelines:

### **1. Customer Orientation**

Our annually defined targets aim to understand current and future customers and meet their requirements. Furthermore, we strive to exceed customer expectations and thus improve our market position and ensure the profitability of the company.

### **2. Leadership**

Management creates the framework for defining and evaluating quality-related objectives and for achieving continuous improvements in quality figures.

This also includes providing the necessary resources.

### **3. Involvement of Employees**

We promote the quality knowledge and quality awareness of our employees at all levels through continuous training and further education.

All employees are involved in continuous improvements.

### **4. Process Orientation**

We manage and steer our organization in a process-oriented way from customer expectations to customer satisfaction.

### **5. System Orientation**

Our process-oriented management is as an important part of our corporate governance and ensures that it is translated into rules of conduct in all functions and at all levels.

### **6. Continuous Improvement**

We see continuous improvement measures as our permanent goal for further development.

### **7. Evaluation of Performance**


Through regular audits of our management system, we check whether the specified requirements are being met. Corrective measures are initiated if deviations are identified.

This also includes regular monitoring of the most important performance indicators for the fulfillment of quality requirements, cost and delivery performance using the „Business Balanced Score Card (BBSC)“.

### **8. Supplier Relationships**

We regard our suppliers as partners and work together with them to achieve continuous improvements in quality, cost and delivery performance.

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