

## Quality and Product Safety Policy

**We want satisfied customers - we take external and internal customers equally seriously.**

The quality of our services and products is based on the high customer standards. Fulfilling this requirement is crucial for the company's success and thus for securing jobs. Each of us is a supplier of services and products within the company and thus has internal customers who have to be supplied with error-free work on time.

**We meet all requirements regarding state-of-the-art product safety.**

Maximum product safety for the user is the goal of all our design and manufacturing activities. Identifying, assessing and reducing potential product risks through the use of appropriate techniques ensure that all aspects of product safety are adequately taken into account. The top management supports the preventive approach to product safety and takes it as a leadership task.

**We are committed to quality and focus on quality as a management task.**

Impeccable quality of our work is the prerequisite for fulfilling internal and external customer requirements. Maintaining our high level of quality and constant improvement is our job at all. Our executives are committed to and visibly live up to the business principles and quality guidelines. They motivate employees to act in a quality-conscious manner, set goals and promote cooperation and cross-divisional thinking.

**We fix errors consistently and set ourselves zero errors as a goal.**

Error avoidance takes precedence over bug fixes. If, despite all preventive measures, errors occur, they must be permanently eliminated by methodological and systematic measures. Errors are deviations from the specifications. They increase our costs and reduce our competitiveness. We therefore strive to get everything right and to create the conditions for it.

**We are constantly improving and complying with our specifications.**

We want to be at the top in global competition. We achieve this through constant and measurable improvements in the effectiveness of our management system, our work, our business processes and our products. Specifications contain the requirements of our customers and our specialist knowledge. They have to be implemented consistently for all activities.

**We impart the necessary knowledge.**

All supervisors have a responsibility to train the employees for their tasks in a targeted manner. Through constant training, this knowledge can be maintained and improved.