



Quality Policy 2021 - 2023

- 1 **We want satisfied customers.** With creativity and commitment, we find the perfect solution together that fully meets our customer's quality requirements.
- 2 **We pass these quality requirements onto our employees, suppliers, service providers and anyone else** related to our company so that these interested parties can do their best to meet the customer's requirements.
- 3 **We choose our suppliers and raw materials carefully.** We also continuously develop our suppliers of purchased parts and our external service providers. This ensures a high-quality basis for our products, processes and services.
- 4 **We identify our opportunities and minimise risks using active and comprehensive risk management.** Every employee who identifies a quality risk and cannot intercept this within the scope of their powers, is obliged to immediately inform their supervisor.
- 5 **We plan the quality of our products and processes** during the production process and therefore provide the prerequisite for smooth series production.
- 6 **We improve process reliability.** Preventing errors is given top priority in order to improve quality, technology and service, refrain from waste and lower costs. The "zero-errors principle" is the basis for this.
- 7 **We carry out work with the utmost care to prevent errors.** If there is non-conformance nevertheless, we apply tried and tested methods to eliminate this safely. We see these errors as opportunities to permanently improve our quality standard.
- 8 **We undertake to constantly further develop and continuously improve** our processes. Through our commitment we achieve a competitive advantage that safeguards our company's future.
- 9 **We are a learning company** and specifically develop the expertise and knowledge of our most valuable asset – our employees!

Friedberg, March 2021


Oliver Neil

General Manager


Gregor Röhr

Quality Director



Quality Targets 2021 - 2023

We will revise our standardized processes, so that we have installed an integrated management system in the future.

We want to implement a risk-based global supplier management.

We will continue to increase the competence of our employees through training.

We want to reduce the main errors of the previous year steadily.

We will keep pursuing our Zero-Defect-Strategy.

Friedberg, March 2021



Oliver Neil

General Manager



Gregor Röhr

Quality Director