

## OUR QUALITY DIRECTIVES...

### **Satisfied customers owing to the good performance of our employees**

We want satisfied customers. Therefore, high quality of our products and services is one of the top priorities of our company. This applies to all services our employees perform.

### **The customer is our yardstick of quality**

Our customers are our quality standard; they are the focus of our work and evaluate our performance.

### **"Zero defects" or do it right the first time**

Our quality goal is always: No rework; "zero defects" or 100% correct.

### **Exact In the exact quantity and absolutely on-time high quality**

With regard to our performance, our customers are equally concerned about quality, Quantity (amount), and adherence to delivery dates. Deliveries must arrive on time.

## OUR QUALITY DIRECTIVES...

### **Each and every employee helps to create quality**

Each employee of our company does his or her part to contribute to implementing our quality goals. It is therefore the job of each employee to perform acceptable work. Whoever recognizes a risk to quality or a reduction of work safety and cannot resolve this oneself is obliged to report this to his or her supervisor immediately.

### **Quality lowers costs**

Each piece of work should be performed right from the beginning. That not only improves the quality of our products and services, but also reduces our costs. Quality safeguards our employment and increases the profitability of the company.

### **Detecting and fixing the causes of defects has priority**

Not only the defects themselves, but the causes of the defects must be eliminated. Avoiding defects has a higher priority than merely correcting defects.

## OUR QUALITY DIRECTIVES...

### **Good quality in purchased parts and services creates good quality in our own work**

The quality of our products is also based on the quality of parts and services we receive from suppliers. We therefore demand the highest quality from our suppliers and external service providers and support them in their efforts to achieve mutual quality targets.

### **Mistakes can happen, but not twice**

Despite the highest diligence, defects and errors can occur on occasion. We can learn from these mistakes how to avoid them in the future. After the cause of a defect has been found and eliminated, the same defect is not permitted to be repeated under any circumstances.

### **Quality is created through the performance of our employees**

Reaching our quality objectives is an important function of our management. During employee performance reviews, we pay special attention to the quality of their work.

## OUR ENVIRONMENT POLICY...

### **Objective of environmental policy**

The company targets to continuously improve the environmental protection within its domain in order to reduce its impact on environment. With establishing an environmental management system the company ensures implementation of these environmental policy.

### **Global environment protection**

The company targets to an active environment protection on all levels of its activities.

### **Environmental awareness within the company**

The company sensitizes its employees' environmental awareness and its responsibility for the environment. Further the company provides the necessary information or training for environmental-relevant areas.

## OUR ENVIRONMENT POLICY...

### **Energy management and avoidance of waste**

The company targets to continuously reduce the consumption of resources and energy in order to minimize emissions and scrap for protecting the environment and for avoiding any waste.

### **Engagement for respecting legal and governmental requirements**

The company engages to respect all environmental-related legal and governmental requirements.

### **Provision of resources**

The company ensures that necessary resources for maintaining and for continuously improving the environmental management system are provided.