

## **We live quality – everybody and everyday**

### **Satisfied customers**

We are committed to satisfy our customers with an excellent performance and to achieve sustainable success for our company. Therefore, we focus our activities on generating added value for our customers, meeting their requirements and delighting them. Our customers' needs and expectations define the quality and safety standard that our products and services must meet.

### **Process excellence**

The focus of our activities is on getting it right first time. By taking preventive action, we can plan and produce quality right from the start. We adhere to the zero-defect principle as our guiding philosophy. We apply processes for preventing errors; if errors do occur, we correct them once and for all, and we replicate particularly good results in other areas. Systematically maintained processes and applying the lean philosophy help us to identify existing potential in order to continuously improve our processes and performance.

Through innovation, we can secure our future success. We develop competitive products and services which satisfy existing and expected customer needs. We identify these needs in close collaboration with our customers and use them as benchmarks in developing new products. The success of our products depends on the comprehensive fulfilment of the functional, safety and economical requirements of the customers.

Suppliers are important partners in our value-generating chain. For this reason, we select them systematically and develop them continuously. We request also from our suppliers comparable standards regarding quality, safety and corporate responsibility as we apply.

### **Committed employees**

All our thinking and acting must focus on the needs and wishes of our external and internal customers. Quality is generated along the process chains by every staff member. All employees bear personal responsibility for their work.