



# Management policy

## Customer satisfaction

Our customer is the focus. He is the purpose and goal of our thoughts and actions. Market and customer orientation are the foundation of a partnership-based business relationship for an indefinite period. Preserving them is our highest priority.

With the high quality of our products, we promote and shape the quality expectations of our customers. We justify the trust of our customers by meeting higher quality standards than our competitors and we also prove this on the market.

We develop and produce systems that simplify processes and offer complete solutions while taking product safety and quality assurance into account. We help our customers to implement innovative system concepts if they are in the interest of the user or of the efficient manufacture of end products.

## Result orientation

We realize our future with our profits. Successful and satisfied customers are the prerequisite for this. We believe that our customer-oriented, creative and innovative efforts as well as the high level of commitment of our team bring and secure economic success.

Our company is characterized by the latest technologies. They are employee-friendly, efficient and resource-conscious. Economic and ecological awareness requires economical and efficient use of our production resources. By adhering to the jointly agreed processes and procedures, we promote results orientation and ensure long-term company success.

## Employee satisfaction

We are as good as the sum of our employees and we rely on their performance and creativity.

We want independent, decisive, satisfied and enthusiastic employees. We want to achieve joy and fun at work, mutual support and respect, as well as an open atmosphere for discussion through cooperative leadership.

## Market orientation

We are committed to our corporate mission statement, the core statements of which essentially determine the company's quality policy. Corporate management should be market-oriented. Market-oriented means thinking in terms of competitive and customer advantages, with the central point being the consistent focus on the benefit for the interested parties.

## Continuous improvement

We want to strengthen the company's competitiveness by making continuous improvements in small steps. CIP refers to product, process and service quality. CIP is implemented as part of teamwork through continuous small improvement steps. CIP is a basic principle of quality management and an indispensable part of our quality policy. Risk-based thinking by every employee helps to identify weak points early on and to minimize them through appropriate measures.

## Environment

Protecting the environment is a key concern for us. To achieve this goal, we have introduced an environmental management system in accordance with DIN EN ISO 14001:2015. This system helps us to systematically identify and comply with legal and regulatory requirements. It also sets us goals for continuously improving our environmental performance.

We hereby declare the management policy as binding for the entire company: