

## Quality policy and objectives

FB-5.2.2-01-19-01 /  
FB-6.2.1-01-19-01

### 5.2.2 Quality policy

The management knows that quality and its constant improvement is the basis for our success, secures our lead over the competition and is therefore of existential importance.

The formulated quality policy represents the orientation framework in the operative and strategic business of the company. The quality policy is defined by the management and checked once a year for its appropriateness.

The quality policy is coordinated with the company's product range – the production of stamping and bending parts, clips and springs. All employees are informed about the concrete content through training measures.

The quality policy of Schaeffertec GmbH is defined as follows:

Customer orientation, product quality and delivery reliability are at the heart of our holistic quality policy. Our business activities are aimed at offering every customer only first-class quality. No defective product should leave our company.

The decision about our quality lies with the customer. He makes the decisive judgement about the result and the success of our work. Customer satisfaction is regularly recorded and evaluated. The continuous improvement of our products and services is a constant company goal. This also includes the commitment to the continuous further development and improvement of our quality management system.

The management specifies the company goals. It ensures that the employees have the necessary resources and freedom. The employees are involved to a high degree informally and materially in the business processes in order to use their abilities in the best possible way to achieve the company's goals. **The contribution of each individual employee** makes it possible to manufacture products at the highest level and to satisfy our customers in the long term. Every employee is responsible for quality at his or her workplace.

The skills of the employees are adequately further developed by appropriately planned and carried out further education.

Effective decisions arise from the knowledge of company processes and their interactions. The value creation of the company is perceived and managed as a system of interlinked processes. We work innovatively and quickly implement new technical findings and standards.

Business partnerships are entered based on mutual fairness and honesty. This ensures mutually benefited long-term stability in business relationships. Our goal is to be the preferred partner of our customers. We maintain close contact with our customers during the manufacturing of our products and are in constant consultation with the aim of gaining trust and recognition.

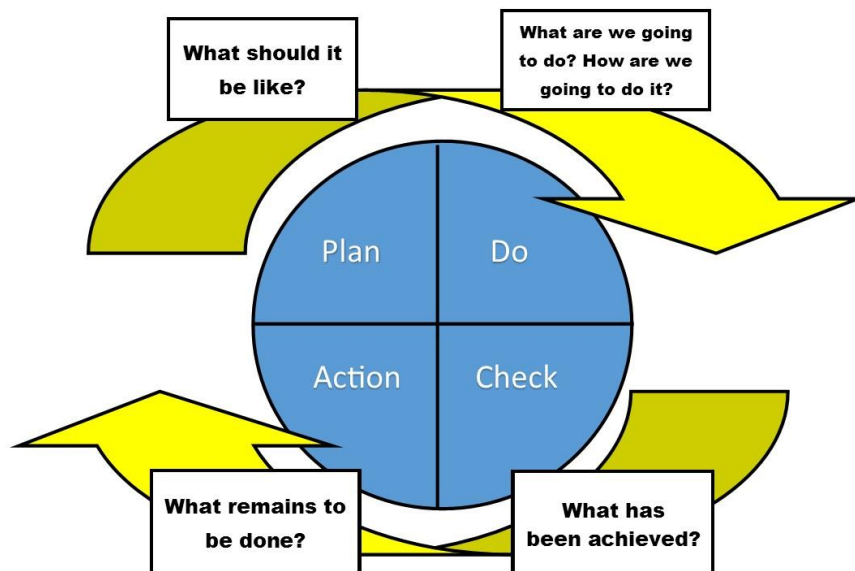
We continuously improve our products in close coordination with our customers. The aim is always to minimise internal and external costs and to ensure customer satisfaction.

The quality of our products also depends on the quality of the purchased materials and the efficiency of our suppliers. Therefore, we demand from our suppliers to deliver products that meet our high-quality standards.

### 6.2.1 Quality objectives

General and concrete quality targets for the company are derived from the quality policy. General quality objectives are:

- The company strives for a zero-defect strategy, i.e. no faulty product may reach the customer externally. Any faults that occur are recorded and analysed immediately. Suitable measures to avoid repetition errors are initiated immediately.
- Continuous improvement of our products and organizational processes, i.e. a continuous improvement process (CIP) to avoid and eliminate errors, are our primary corporate goals.



- All efforts of the company serve to guarantee product quality and, if possible, to further increase customer satisfaction.
- Within the framework of our development processes, we pursue the goal of manufacturing innovative products in close cooperation with the customer.

Christof Schmidt  
General Manager

Ines Phenn  
QMB

Sprockhövel, April 4<sup>th</sup>, 2019