

Quality and Environmental Policy **ICT SUEDWERK GmbH**

Customer satisfaction

Our customers are of paramount importance. We listen attentively to our customers, which allows us to meet their needs and expectations with individually tailored solutions, which fully satisfy their requirements (budget, delivery times, time frames and products/services). The aim of long-term customer satisfaction can only be achieved by offering products and services, which completely meet the actual needs of our customers.

Complying with legal requirements

It is our aim to create products that permanently meet our customers' requirements and expectations. Processes and fabrication equipment which correspond to the current state of science and technology are used to achieve this objective.

All production and test levels are planned thoroughly and comply to all necessary standards, regulations as well as national and international law.

Continuous improvement

Measures to increase the quality of our products and services are being established by permanent and continuous improvement processes. Their implementation gets our highest priority. All organizational, commercial and technical processes are constantly being monitored in order to prevent errors and enhance efficiency.

We constantly have to develop and offer new sophisticated products and services to set us apart from the competition and meet the markets' escalating demands in the future. We set ourselves quantified quality objectives to assure this continuous process of improvement.

Employees and management

Our personnel are our greatest strength. Their sense of responsibility is continuously supported and nurtured within our system. One of our key tasks is to further develop our employees' skills and know-how. We aim to facilitate this by continually improving the working environment and providing regular training. It is the remit of management to achieve quality targets. Setting a personal example, open communication and involving personnel in the decision-making process, should foster employees' individual responsibility and quality awareness.

Environment

While being related to our business activities we assume our responsibility with regard to environmental protection for all our products, services, suppliers and service providers. All ICT SUEDWERK products comply with the requirements of the Directive 2011/65/EU (RoHs) and Regulation (EC) No 1907/2006 Directive 67/548/EEC (Reach).

Management responsibilities

Management ensures that the quality and environmental management system can obtain its intended results. Undesirable consequences are being prevented as far as possible or at least or substantially reduced. System errors are being investigated systematically with the aim of constantly improving the management system. Senior management assures that the company complies to all legal and other receivables it has pledged to. Management is committed to plan targeted measures to deal with risks and opportunities. It initiates the required activities for management system integration of these measures and oversees its implementation.

Planing includes how the effectiveness of these measures is being assessed.

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Management ICT SUEDWERK GmbH