

Quality and Corporate Policy

The reputation of the Corporate Division Diehl Metall among its customers is based to a large degree on the high quality and ecological compatibility of its products and services. Continuous improvement is thus an essential corporate goal. This forms the basis for our financial and legal independence as well as our future viability. From this self-conception we can derive the following, overarching corporate policy for all our locations in the Corporate Division Diehl Metall:



Customer

- We achieve a very high degree of customer satisfaction and, due to the quality, environmental compatibility and reliability of our products and services, we remain the partner of choice in our business fields.
- As a proficient technology partner we understand the individual requirements of our customers and implement these in a consistent manner to integrate our products seamlessly into customer processes.
- Our system expertise supports our customers in an integrated quality approach.



Suppliers

- We view our suppliers as an essential part of our value-adding chains.
- We actively incorporate our suppliers into our quality and environmental management system. In view of the common goal of achieving high performance, we expect continuous improvements in line with the zero-defect strategy and energy efficiency.
- In return for outstanding quality, we offer our suppliers long-term prospects for cooperation.



Employees

- Our quality and environmental claim applies for all employees at all locations worldwide; we ensure compliance by means of regular and appropriate training, instruction and audits.
- Our operational processes are continuously monitored and improved with respect to potential health risks for our employees. All employees are called upon to prevent accidents and are obliged to observe pertinent regulations.
- In our respectful, constructive and reflective communication culture, the knowledge and capabilities of each and every employee are required to drive forward the continuous improvement process.
- Every manager views occupational safety, health management, environmental protection and quality as a management task, and acts in accordance with this guideline as well as with the pertinent regulations.



Processes

- We design effective and efficient processes together. We protect resources and avoid adverse environmental impacts through the use of ecological and cost-efficient technologies.
- We regularly measure and analyze our processes using defined KPIs relating to quality, the environment and energy. In line with defined goals, we plan and implement continuous improvements, the results of which we assess on a regular basis. To do this, we make the information and resources available that are necessary for achieving the strategic and operational goals.
- We place great emphasis on error prevention instead of troubleshooting, view planning as an integral part of product development processes, and proactively reduce waste in line with "lean" principles.



Environment / Energy

- Our products are characterized by ecological soundness and sustainability. We place great value on ensuring that a high percentage of the input materials required for manufacturing our products has been recycled.
- During our production processes we are committed to observing all pertinent regulations contributing to environmental protection and ensuring efficient energy use. Our goal is to avoid or reduce waste, or to recycle it.
- To generate trust in our company with the public at large, we provide information to interested parties about our production processes and the effects thereof on the environment.
- With our energy-intensive operations, we place great importance on the responsible handling of resources and are committed to continuously improving our environmental- and energy-related performance.

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Dipl.-Wirtsch.-Ing. Dieter Landgraf
Division Board Operations

Dr.-Ing. Gökhan Akkasoglu
Corporate Division Quality Management