

Lehrte, 06 May 2016

## **Our quality policy**

DEUPOL has established a quality policy that is attuned to the company's purpose and context. This policy provides a framework for the definition and monitoring of targets in addition to the obligation of meeting corresponding customer, regulatory and statutory requirements, as well as continuously improving the management system.

**Customer focus:** As a company, we have committed ourselves to understanding our customers' current and future needs, to meeting their requirements while striving to exceed expectations. Our corporate conduct is intended to be based on the following principles for our products as well as our business processes:

- The customer is the most important element for our company.
- What quality means for us is that the customer returns, not the product.
- Rather than with the manufacturing/delivery of the products, quality already starts with the support and consultancy provided to the customer.
- Customer loyalty and customer satisfaction secure sustainable competitive advantages.

We are thus meeting the following demands by way of a sustainable, process-oriented quality management system:

- Improving customer satisfaction
- Conformity of our products with customer requirements
- Ensuring our competitiveness
- Compliance with statutory requirements
- In-house workflow control and improvement
- Reducing/avoiding costs and expenses for mistakes

**Management:** The management has committed itself to creating and maintaining a working environment where staff can involve themselves in reaching the targets.

**Employee engagement:** We recognize as a company that the employees are the essence of a good company and that their full involvement enables their skills to be used for the benefit of the company.

**Relationship management:** DEUPOL GmbH Buntmetalle recognizes that a company's relationship with its external suppliers is one of mutual interdependence and that a bilaterally beneficial relationship boosts the ability of both parties to create added value for both sides.

DEUPOL GmbH • Mergelfeld 11 • D-31275 Lehrte/Germany

**Process approach:** We understand as a company that a desired goal is achievable more effectively when activities and related resources are managed as a process or series of related processes.

**Improvement:** The company has committed itself to the continuous realization and improvement of all aspects of the management system wherever possible. This is one of the main annual objectives.

**Evidence-based decision-making:** We have committed ourselves as a company to only making decisions for our management system after analysing all the relevant data and information.

The company's policies also include compliance with the requirements of all interested parties and honouring its social, environment-oriented, charitable, regulatory and statutory responsibilities. The company has defined quality targets that relate to our policy and can be found in the document QMF 19 Quality Targets. This policy is available to all interested parties, is being communicated, and promulgated by publications and in the company's website.

**DEUPOL** GmbH  
Buntmetalle