

## Quality Guidelines

*"We strive for sustainable, competitive quality of products and services."*

1. Our product and system solutions are of superior quality, fully fitting to market needs and complying with internationally accepted quality management systems.
2. We commit ourselves to complying with agreed requirements and to continually improving our quality management system.
3. The zero defect philosophy is the basis for our business and our management system.
4. Our business processes are monitored with key figures in order to meet quality goals and customer expectations.
5. By employing continuous improvement combined with benchmarking we increase customer satisfaction and cost competitiveness.
6. Qualification of personnel and employee satisfaction are key factors to achieve our goals.
7. We cooperate with reliable suppliers who support our innovation process and we require them to adopt the same management standards we apply ourselves.
8. To ensure these guidelines, periodical evaluations of processes, management reviews and updates of quality goals are done.