

Quality policy of EPRO Gallsbach GmbH

The Guidelines for quality of our services and products are:

- **Customer satisfaction is the centre point of all our acting.**
- **Reliability against our customers and the reliability of our products are binding for us in a special way.**
- **High quality and optimization of cost for us are not conflicting.**
- **Avoiding mistakes is our basic principle instead of clearing mistakes.**
- **Readiness for action, reliability, personal responsibility and flexibility of our employees is reached by information, recognition of their performance and a good working atmosphere. These are the requirements for success.**
- **Avoiding waste and recycling of materials and reduction of problematic materials is our part for environmental protection and to keep the health of our employees.**
- **Improvement of market position by continuous optimization of our products and continuous innovation is our main goal.**
- **Risk oriented way of thinking in all parts of the company.**
- **All processes are transparent and well defined. They underlie a continuous improvement and development process. In case of new processes are implemented, they are documented and these documents are controlled immediately to ensure a long term high quality in all areas.**