#### **MUEGGE GROUP**

## **Quality Policy**



MUEGGE Group strives to provide all-round customer satisfaction and to inspire the utmost confidence in its products and services.

MUEGGE Group intends to achieve this by establishing long-term relationships for the benefit of all stakeholders and interested parties.

The management of MUEGGE Group is committed to a:

#### 1 Zero-error mindset

Our ambition is to have zero downtime in our manufacturing and business processes. The products we offer are of vital importance to our customers. Quality is everything.

#### 2 Customer's point of view

We understand how diverse our customers are, speak their language, understand how they think and work at their pace.

Meeting all of our customers' expectations is key to achieving sustainable growth.

### **3 Continuous improvement**

We continuously strive for improvement via the MUEGGE Quality and Business System.

### 4 Compliance with regulations

We comply with all applicable standards as well as all legal and statutory requirements that are relevant to our business activities.

### 5 Data-based decision-making

We manage our business at every level by monitoring and responding to our key performance indicators.



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## 6 Technology

We invest continuously so we can be best-in-class at all times.

### 7 Our employees

Our employees are one of the pivotal factors in achieving these goals. We offer all of our employees good jobs and a modern working environment, together with great opportunities for personal and professional growth. This also includes in-house and external training and development courses and providing them with the right equipment they need to do their jobs.

This Quality Policy can be made available to all interested parties.

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