

## Quality policy

Quality is the basis of all our activities at KOSTAL. Each individual employee has an important contribution to make to quality. Our quality policy is the working basis for each and every KOSTAL Group employee, world-wide.

### **Our "zero defects" objective**

for all products, processes and services is essential in order to secure our future.

### **Totally satisfied customers**

is our ultimate objective : we achieve this with fault-free products and services, 100% punctuality and expert, friendly cooperation with the employees of our customers and other interested parties.

### **Continuous quality improvement**

KOSTAL expects every one of its employees to be fully aware of the quality of his / her individual work and the need for an active contribution to the continuous improvement of the quality of KOSTAL's products, processes and services.

### **Quality in thought, word and deed**

To achieve our quality goals, the ability of all our employees to deal appropriately with customers in matters of quality must be constantly developed and expanded.

### **Quality by leadership**

Managers set the pattern for their employees. They must establish clearly achievable objectives and support employees in reaching these objectives. Managers are responsible for achieving these objectives.

### **Quality in the field of international competition**

It is the declared aim of the company to gain international quality certificates and quality awards in order to demonstrate KOSTAL's competitiveness world-wide.



Andreas Kostal  
Chairman & CEO

Lüdenscheid, 2<sup>nd</sup> November 2018