

# Principles for the quality policy



Graphit Kropfmühl AG

## **Basic principle**

Every customer is absolutely entitled to the promised service. Among other things service includes product features, terms/ costs and prices as well as quality. Not only external customers are counted among our customers, but every partner to whom we give or gave a promise in terms of delivery or service.

## **Quality: global**

We consider quality global: Beyond the product quality we enlarge the term of quality and the demand we set ourselves on all processes and services which connect us, among each other and with our customers and suppliers.

## **Quality measure: our customer**

Only the customer decides what quality is. We are at the customer's disposal as a qualified partner. To practice a customer-orientated policy means to adopt the requirements of the customer consequently. Not only we, but the customer has to be satisfied by our service.

## **Quality and corporate success**

A basic criteria for our long-term success is to perform customer fulfillment of both external and internal customers impeccably.

## **Personal responsibility / organisation**

Every employee cares personally for quality. This is valid for all sectors of our company. Besides the professional, social and intercultural competence, the entrepreneurial thinking and acting of all employees is required. It is a permanent executive function to encourage quality consciousness on every level and support systematic training.

## **Protection of resources**

To fulfill entered commitments to internal and external customers and in the consciousness of having responsibility regarding the company and the social environment every employee is obliged to take care of its duties by efficient use and protection of the available resources.

## **Continuous improvement**

Quality is not only the result of a unique procedure, but the result of a systematic continuous process to fulfill not only our promises of service, but to optimize them constantly.

## **Identification**

All employees are committed to identify with our policy. Everybody sees itself as a bearer of image for this quality policy. That means that everybody makes its contribution by practising this quality policy and performing qualitative faultless services to our self-set quality aim that is obviously expected by our customers.

Kropfmühl, 09.09.2010

A handwritten signature in blue ink, appearing to read 'W. ...', written over a faint grid background.

CHAIRMAN BOARD OF EXECUTIVE DIRECTORS

A handwritten signature in blue ink, appearing to read 'Dietmar Hallensleben', written over a faint grid background.

QUALITY MANAGEMENT REPRESENTATIVE