

Quality Policy

Our understanding of quality extends to the quality of our products and the quality of the services we provide to our customers. The term quality therefore encompasses sound advice on applications, highly-competent, service-oriented commercial assistance, constantly high product quality, flexible and punctual delivery and the outstanding working properties of our products. The high quality requirements and expectations of our national and international customers constitute for us both a commitment and a challenge.

The implementation of this quality concept is carried out through the systematic alignment of the company to this quality policy within the framework of a Quality Management System. Through carefully-chosen training and motivation measures, we demand and promote the sense of quality and responsibility of our entire staff. All employees are called upon to work constantly and constructively on improving our QM system and on developing it further.

From the firm base of what we have already achieved, we endeavour to further expand our function as a system partner for our customers and to achieve the highest quality standards in all processes, to the benefit of our customers. This finds expression in the Constant Improvement Process (CIP) initiated by our management.

- *Quality aims*

Our aims relate to the quality of our products and the quality of our company as a whole. These two aspects are the central issues for our Constant Improvement Process.

In terms of **product-quality**, our aim is to supply the customer with a product which suits the purpose for which it is intended in all respects, and meets his expectations in full. In meeting this target, contact to our customers is of special significance as the demands made on the product can only be defined exactly in co-operation with him. This applies both in establishing the stated requirements and wishes, but also those not explicitly formulated.

In terms of **company quality**, our aim is to make BauschLinnemann one of the most highly-regarded suppliers among customers. A supplier who, through the appropriate and efficient organisation of operating sequences and processes in all areas and at all levels of the company, lays the foundations for a long-term customer-supplier relationship. Furthermore, our understanding of the term corporate quality also extends to the responsible handling of natural resources as reflected in the application of environment friendly manufacturing processes, appropriate recycling or disposal of residual materials and by instilling in all staff an awareness of the environment in everything they do.

Through our quality aims, we do our utmost that the customer receives our product

- in optimum quality,
- on the agreed date and
- at an appropriate price,

and enjoys trouble-free processing, so that a high degree of customer benefit is guaranteed and his faith in our company vindicated.

- *Quality management*

In order to safeguard our quality aims, a quality management system has been installed. As a representative of the management, (QM officer), the head of the Quality Management Department is responsible for the setting up, further development and monitoring of the QM system.

Furthermore, we consider the quality management of the company and its products a process which includes all levels and functions of the corporate structure. Therefore, quality management and continuous improvement are what shape our entire thinking and action.

- *Quality responsibility*

Each staff member is solely responsible for the quality of his own performance, despite the fact that overall responsibility for the quality of the products manufactured in our company lies, finally, with the management.

The responsibility of the individual is neither replaced nor restricted by the existence of the quality management organisation.

Constantly raising the quality of our products and our company is the permanent aim and obligation of all staff members, as a basis for maximum customer benefit and the continuing successful development of our company.

Dr.-Ing. Gereon Schäfer
Managing Director (Chairman)