

QUALITY POLICY

The industry is facing new challenges and to thrive through these transitions, we must focus more than ever on Quality. Quality and its integration in our products and processes will be the key factor to reach our targets, satisfy our main interested parties and diversify our customer portfolio.

OUR KEY FACTORS FOR SUCCESS

*A lively mix of
cultures and
lifestyles*

- ♦ Make EGELHOF a safe place to work
- ♦ Respect EGELHOF's code of conduct
- ♦ Ensure motivated, self driven, engaged, skilled and aware people

*Our high
commitment to
customer
satisfaction*

- ♦ Meet customer expectations through:
 - Technical performance and support
 - State of the art conditions of our products, especially technical cleanliness
 - Quick response on series volume fluctuation, with minimum cost effect
 - Quality oriented part tracking, to minimize and follow-up claims
- ♦ Propose the best service, best quality, best price and innovation to our customers
- ♦ Work on the detection improvement opportunities & being problem solving oriented
- ♦ Fulfill customer specific requirements

*Reliable
development
partners to support
our strategy*

- ♦ Develop and maintain a win-win relationship with our suppliers
- ♦ Integrate our partners early in the development process to have the best product possible
- ♦ Support the development of our suppliers

*A relationship of
mutual trust*

- ♦ Ensure the group's sustainability, profitability and competitiveness
- ♦ Grow continuously
- ♦ Develop and follow a long-term strategy for empowered infrastructures to meet counterpart expectations in OEM business: data security and exchange , logistics, finance and administration & quality
- ♦ Adopt a lean approach by improving the company's performance through the involvement of all employees and the optimization of all resources to continuously improve our management system