

## Quality Policy

### Customer Satisfaction

Only satisfied customers make it possible to establish a strong business relationship, which forms the basis for mutual and continuous business success. Our declared objective is to resolve our customers' challenges, meet the requirements and expectations placed on our services, and continuously increase customer satisfaction. Customer satisfaction is therefore our highest corporate objective.

### Quality

Through superior quality in our products and services, we aim to differentiate ourselves from the competition in order to secure our economic success and safeguard jobs in the long term. Our suppliers and service providers make a significant contribution to this objective; therefore, we place the same quality requirements on them as we do on ourselves.

### Flexibility

We strive to respond to customer requests with the greatest possible flexibility, while maintaining focus on the economic benefit for our company.

### Reliability

Unconditional reliability in day-to-day cooperation with all interested parties is a fundamental requirement for every employee. Commitments and obligations must always be observed and fulfilled. If this is not possible in individual cases, all internal and external parties involved must be informed in a timely and transparent manner.

### Error Prevention

Every task should be carried out correctly from the outset. This improves quality and reduces costs. Error prevention therefore takes precedence over error correction.

### Continuous Improvement

Our processes serve to fulfill customer requirements. We continuously improve the quality of our processes and adapt them to new customer requirements.

The context of our organization is aligned with our corporate strategy.

Pfaffenhausen, 01 October 2025



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