

# QUALITY GUIDELINES AND CERTIFICATES

Eckerle stands for quality in all products and services.

## Quality Guidelines

At Eckerle, quality consciousness takes the top priority. We provide our customers with high-quality products and high-quality, demanding services.

### 1. **The satisfaction of our customers is the key to success**

Therefore, we want to deliver quality as it is desired by the customer, on time and at competitive prices. The same holds true for our suppliers.

### 2. **The customer sets the benchmark for our quality**

This is our focus. Compliance is our ultimate objective, because it also determines the development of our company.

### 3. **“Zero fault rate”**

This helps us optimise our costs and make our business profitable. Every employee benefits from this through participation in the operating results.

### 4. **Punctuality**

We meet the agreed deadlines. Inquiries, offers, requests for samples and complaints are processed promptly and with care.

### 5. **Employee responsibility**

Every employee is a part of the whole and thus contributes to the achievement of the quality objectives, no matter which position he holds in the company. If he recognises a risk in regard to quality, he avoids it within his powers, otherwise, he shares it immediately with the next superior authority.

**6. Fault prevention instead of fault elimination**

To ensure that faults do not occur at all, we consistently undertake tried-and-tested measures for their prevention and detection.

**7. Quality – an important executive function**

It is realised by the company's management by setting goals with the employees. Thus, it becomes measurable and significantly influences the individual performance appraisals.

**8. Only with good suppliers can we be good**

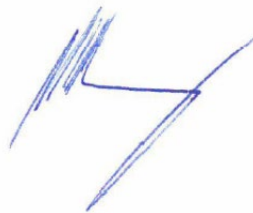
Our suppliers too have to meet our quality requirements, because we can only meet the customer objectives if they deliver great quality.

**9. We feel greatly indebted to the environment and society**

We ensure a careful use of energy and raw materials and are involved beyond the operational needs.

**10. We consider our quality guidelines as binding**

All employees are obliged to follow the quality guidelines.



Andreas Göhring



Michael Follmann