

# QUALITY POLICY



## FOREWORD

Our company designs and implements highly specialized process solutions for pharmaceutical and medical technology companies worldwide, as well as for consumer and home care products of well-known brands. Our portfolio is complemented by comprehensive services related to the customer's product. As a technology leader in various market segments, we are able to provide customers with customized solutions ranging from laboratory applications to full production lines. With a global network of subsidiaries and representatives, we are always close to our customers.

All employees are responsible for the quality of their work results within the scope of their duties and are required to apply the relevant processes and procedures when performing their work. In this way, each individual contributes through their personal performance to maintaining our quality standards.

Our quality policy has been defined by Senior Management. The policies provide the framework for achieving our quality objectives. They are reviewed at least once a year for their relevance and appropriateness and amended if necessary.

## ENSURING HIGH QUALITY STANDARDS

- As a DIN EN ISO 9001-certified company, we are committed to continuously improving our quality standards.
- By continuously developing and maintaining our management system, we strengthen our positioning as a quality-oriented company.

## CUSTOMER SATISFACTION

- Ensuring and continuously improving customer satisfaction is one of our core corporate principles.
- The primary focus of our company is the realization of production and packaging systems in line with the needs and expectations of our customers. Customer focus is of decisive importance in all areas of our business.

## EMPLOYEE SATISFACTION

- Employees are a central element of quality management. Their satisfaction has a proven positive impact on the quality of products and processes.
- We create a working environment that promotes motivation, training, and employee participation. We continuously measure and improve employee satisfaction.



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## PROFITABILITY

- To further strengthen our equity base and finance future growth from our own resources, we aim to operate profitably.
- Our company is committed to maintaining its financial independence and preserving this strength in the future.

## PREVENTION INSTEAD OF CORRECTION

- The focus of our quality management system is on preventive quality assurance measures to avoid the occurrence of errors.
- Should deviations occur, all employees are required to implement necessary corrective actions in accordance with internal processes in order to remedy deficiencies as quickly as possible and prevent similar errors in the future.

## CONTINUOUS IMPROVEMENT

- Continuous improvement is an integral part of our daily work. This includes continuously enhancing the quality and competitiveness of our products.
- Audits ensure that internal procedures are followed.

## CUSTOMERS AND SUPPLIERS AS PARTNERS

- We maintain cooperative relationships with our customers, suppliers, and other business partners for mutual benefit.

A stylized, handwritten signature in black ink, appearing to read 'TW'.

**Thomas Weller**  
CEO