

# CORPORATE PRINCIPLES

## CUSTOMER SATISFACTION

- The range of products and services is customer-oriented
- Quality is what our customers mean by it

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## CUSTOMER/SUPPLIER RELATIONS

- The customer is the „next step“ in the process – both internally and externally
- Transparent, efficient, economical processes in all areas

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## CONTINUOUS IMPROVEMENT

- All employees participate, all processes and products can be improved
- Zero-defect strategy

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## EMPLOYEES TAKE RESPONSIBILITY

- Employees are aware of their responsibilities and act autonomously within their area of responsibility.

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## LEGAL CONFORMITY

- Compliance with the law is the basis for our behaviour and actions. This is true at all stages of the company's operations.

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## CONTINUOUS IMPROVEMENT IN THE AREA OF ENVIRONMENTAL IMPACT

- Environmental aspects are analysed on an ongoing basis and are incorporated into product and process development

