



## HOW WE UNDERSTAND QUALITY

- # Quality is when the customer comes back, not the product.
- # The bitterness of poor quality remains long after the sweetness of low price is forgotten.
- # If problems occur, we face them: we look at the situation, talk to the people and find a solution together.
- # Long-lasting success is important to us: we mend the fence instead of chasing after lost sheep over and over again.
- # Quality starts with YOU: each employee is responsible for quality.
- # Do not accept what you think is unacceptable.
- # First Time Right: we do not make the same mistake twice.

## Quality policy at TGW Mechanics GmbH

TGW Mechanics GmbH aims to be the best partner and service provider for its customers.

A well-functioning quality management system is a basic prerequisite for our company to be able to fulfil the quality requirements for deliveries and services in a targeted and economical manner and in accordance with the motto Operational Excellence.

Qualified, service-oriented employees are the foundation of the company's success.

All employees are called upon to bring their activities and work results into compliance with the requirements of this management system and to continuously improve them.

Optimising processes guarantees continual product improvement.

Thanks to our qualified employees and the continuous improvement of our processes, we ensure that we, as a partner of choice, provide our customers with the best possible service and products.

### Commitment

The management board and all employees are committed to taking all necessary measures to implement the quality policy and maintain it, as well as to guarantee and verify that the quality targets are met.

## THE MANAGEMENT BOARD OF TGW MECHANICS GMBH

