

# QUALITY POLICY.

## MANAGEMENT

Quality management is a management task. The management defines the bases and objectives of the integrated management system along the vision of business excellence. This creates an environment for all employees in which they can implement the goals while freely applying their skills.

## CUSTOMER-ORIENTATED ORGANIZATION

The primary aim of company policy is, in relation to all products and services, to gain the satisfaction globally of the customers of the Berliner Glas Group and to secure it on a long-term basis.

Requirements for products and services shall be ascertained from our customers and these shall be met through close cooperation between the participating groups and departments.

## SYSTEM-ORIENTATED MANAGEMENT APPROACH

A powerful integrated management system recognizes, controls and manages the processes in interaction with each other, which enables an efficient and effective organization.

## PROCESS-ORIENTATED APPROACH

Processes are defined to implement customer demands in performance criteria for products and services. The designated process managers monitor and analyze their processes and the results to achieve constant improvement.

## CONSTANT IMPROVEMENT THROUGH KEY DATA

Our aim is the constant improvement of all processes, products and services according to the principle of error prevention before error remedy. Effective decisions are based on the logical and intuitive analysis of data and information. Therefore key data shall be compiled and analyzed for all relevant processes.

## INTEGRATION OF EMPLOYEES

The management understands the promotion of the quality awareness of all employees as a management task. The basis for the observation and improvement of the quality requirements are motivated employees, who are outstandingly qualified for the respective tasks. The systematic advanced qualification of all employees serves to strengthen individual responsibility and to motivate the employees.

## SUPPLIER RELATIONSHIP FOR MUTUAL BENEFIT

Good relations between the Berliner Glas Group and its suppliers support the ability of all parties to achieve goals and to create value.

(Extract from the manual Integrated Management System – page 13)