

# Quality policy

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The Witzenmann Group is the world's leading expert in the safe and efficient management of media and energy for mobility and industry.

As a family business in its sixth generation, Witzenmann's traditional values are supplemented by a pursuit for change and fundamental modernisation. A cooperative management style, responsibility and promotion as well as integrity and cooperation are fundamental components of our corporate mission statement. Our clear commitment to progress drives our activities in process organisation, digitalisation, the development of new products and manufacturing concepts, as well as expansion and building up of new markets. In doing so, we take the interests of our customers and other interested parties into account.

We seize opportunities that emerge from ongoing globalisation and innovative technologies. Profitable growth is always at the centre of all our efforts.

Our quality policy emphasises the self-evident nature of our quality management system and its integrity in the event any changes occur. The aims of our quality strategy are to optimise internal processes in production, development and administration, the reduction of

quality costs and achieve zero-defect quality for our products. In order to ensure constant improvement and the satisfaction of our customers, we set the highest standards with regard to product, service and process quality. We transfer this quality awareness to our employees and suppliers. The requirements of our customers are our motivation, their satisfaction is our future.

The qualifications, competence, information and motivation of all employees is the fundamental prerequisite for the success of our company. That is why it is important to us to inform each other using platforms. We are constantly enhancing the qualifications and competencies of our employees through our comprehensive further training program, which we regularly adapt to changed circumstances.

We maintain a cooperative management style and derive responsibilities and metrics from our goals, where the focus remains on the effectiveness and efficiency of our processes. These metrics are used to support all employees and bring them into harmony with our strategy and basic values. We see it as our task to promote the awareness of responsibility and quality among all employees, to regulate the responsibilities

and processes for all quality-relevant activities and factors and to monitor the effectiveness of the quality assurance measures.

For us, quality problems and recognised faults are opportunities or innovation and to undergo constant improvement. Every employee is therefore encouraged to point out quality problems and risks and make suggestions for improvement so that we can guarantee the desired quality and avoid negative environmental impacts. For this purpose we have installed the continuous improvement process (CIP) and our company suggestion scheme (CSS).

This will not only guarantee fulfilling the quality requirements of our customers, the legal and regulatory requirements as well as the high quality standards we set ourselves, it will constitute a significant contribution to maintaining and further developing our leading position in the industry.

We are all committed to our quality management system and thus contribute to its continuous improvement. The constant improvement of the quality management system is the basis of the "Zero-Fault Strategy" we are pursuing.

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