

## Quality policy

As a leading plant manufacturer, we are committed to the highest quality in all areas of our business. Quality is a multidimensional concept at the SCHMID Group, which is uniformly practiced and applied throughout the entire group.

Our consistent quality objectives are derived from our corporate values and are based on the following principles:

### **1. Customer satisfaction**

We focus on the expectations and requirements of our customers. Their satisfaction is the measure of our success.

### **2. Inspiring customers**

We don't just want to meet expectations, we want to exceed them. We create lasting enthusiasm through innovative solutions and excellent service.

### **3. Optimal quality**

Our products and services meet the highest quality standards. We focus on continuous improvement in order to achieve optimal results at all times.

### **4. Controlled processes**

Quality is achieved through structured and controlled processes. We work according to clearly defined procedures and monitor their effectiveness regularly.

### **5. Active partnership**

We maintain a trusting relationship with customers, suppliers, and partners. Open communication and mutual appreciation are the basis for joint success.

### **6. Satisfied employees**

Our employees are the key to quality. We promote their competence, motivation, and satisfaction to ensure a strong team for our customers.

The degree to which objectives are achieved is regularly determined by the management based on key performance indicators that reflect internal and external quality standards.

The management actively promotes responsibility for maintaining and further developing the quality management system and regards this as one of its top priorities.



Christian Schmid | CEO SCHMID Group