

QUALITY POLICY



Our mission is to build long-term trust with our customers, suppliers, and all employees through reliable and innovative products and services, thereby strengthening our position as a leading technology partner in our target markets.

The quality and performance of our products and services are the foundation of our relationships with our customers.

We are passionate about exceeding our customers' expectations. That is why the quality of our products and services is our top priority. The work quality of our employees is a key factor in their performance evaluations. Every individual has the opportunity to actively contribute to our quality goals.



RESPONSIBILITY FOR QUALITY IS A TEAM EFFORT.

This responsibility covers all levels of the organization and all areas of work. Every employee is responsible for the quality of their work and results. Our goal is to minimize defects and

unnecessary costs sustainably. We encourage an open culture of error management, where we learn from challenges and come up with specific measures for future improvements.

TOGETHER WE STRIVE FOR EXCELLENCE

Through continuous training and teamwork, we create a culture that focuses on quality and innovation.

KEY PRINCIPLES

»Customer satisfaction is our key performance indicator.«

- **Customer focus** We deliver solutions that exceed our customers' needs and expectations.
- **Responsibility and personal accountability** Each individual is responsible for the quality of their work. Managers create the framework conditions and promote a culture of responsibility.
- **Error culture and continuous learning** Errors are reported openly, analyzed, and serve as the basis for sustainable improvements.
- **Innovation** We drive technological development forward in order to offer marketable, robust solutions for demanding operating conditions.
- **Partnership-based supply chain** We work closely with suppliers, set clear quality requirements, and support supplier development.
- **After-sales responsibility** Our service ensures availability and customer benefit throughout the entire product life cycle.

COMMITMENTS

- **We** comply with applicable legal and normative requirements and strive to exceed industry standards.
- **We** use quality-enhancing processes and document results transparently.
- **We** define annual quality targets, measure progress, and take effective action in the event of deviations.
- **We** invest in training and further education in order to strengthen skills in a purposeful manner.
- **We** systematically reduce causes of errors and avoid wasting resources along the value chain.
- **We** maintain open communication internally, with customers, and with suppliers.
- **We** continuously improve our quality management system and its efficiency.



RESPONSIBILITY AND IMPLEMENTATION

- **The company management** is committed to provide the necessary resources and to regularly review the quality policy.
- **Managers** ensure implementation in their areas and measure effectiveness. All employees contribute to continuous improvement and report quality deviations.
- **The quality policy** is communicated to all employees, understood by them, and available to interested parties.

This quality policy is reviewed annually and revised as necessary.

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The FOERSTER Group is represented by subsidiaries and representatives in over 60 countries worldwide. You can find a complete overview on our website.

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