




**Quality policy:**

The policy aims to align the company to market requirements in accordance with its goals and visions, taking heed of external and internal factors which require continual adjustment, monitoring and improvement in line with market developments. The company's strategic focus and its objectives and ongoing ideas for improvement must be passed on to all employees in order to ensure that they meet these goals within the organisation and that the quality, service and value which the company offers its customers is always at the heart of its activities.

The executive board and the leadership task force, which consists of the QMB, the purchasing manager and the sales managers, are responsible for the company's strategic focus and maintaining the ongoing process of improvement as outlined above.

**Quality commitment:**

- 1. We undertake to fulfil the needs of our customers and to comply with all applicable laws and regulations in order to satisfy the criteria outlined in our plan for the future, our purpose as a company, and our commitment to quality.
- 2. We have created a Quality Management System (QMS) which fulfils the international norm ISO 9001 :2008 in order to satisfy these obligations.
- 3. In August 2018 this was converted to the International Standard ISO 9001:2015.
- 4. We undertake to improve the efficacy of our QMS and draw up a set of quality related goals which we will use to monitor our performance. Our business practices are measured against ISO 9001 :2015 criteria.
- 5. We constantly endeavour to improve our products and services as part of our commitment to quality.
- 6. All our staff have been made aware of these policy guidelines, which are on display on our website and in many locations on the company premises.
- 7. These guidelines are monitored on a regular basis in order to ensure that they satisfy the needs of the PMA/TOOLS AG and those of its customers and employees.

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