

QUALITY

POLICY



QUALITY POLICY



Corporate policy

Founded in Wesel on the Lower Rhine in 1974, **PETERS INDU PRODUKT GmbH** (referred to in the following as **PIP GmbH**) is a medium sized electrical engineering company. Our mission is to sustain and build the company's profitability through our business and commerce activities, and to offer job security to our employees.

This is a prerequisite to achieving the defined business objectives. The management of **PIP GmbH** is responsible for this corporate policy and the resulting business objectives. It is committed to observing and enforcing these objectives in all company divisions, to complying with legal requirements and to supporting continuous improvement processes. This policy expresses our responsibility towards our customers and our employees with regard to quality, safety, occupational safety and ethics.

We intend to embrace this responsibility as we take the company forward into a secure future.

QUALITY POLICY



Quality

Our products and production processes must always be safe and reliable. We achieve this through quality awareness, motivated employees, the use of high quality materials and components, and state of the art production technology.

Customer focus and product standards

Our business objective is to deliver products and services in a quality that meets legitimate customer expectations and conforms to statutory requirements. We achieve this objective in close cooperation with our customers, who are always central to our activities and our quality policy. It is our aim to satisfy customer requirements, preferences and expectations in the best way possible, taking all the legal requirements into consideration.

By serving the various interests of our customers and our business we are able to protect and strengthen our company's long term market position.

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Quality management system

Our **quality management system** protects and supports our quality objectives. By ensuring that our products and production processes conform to effective EN and IPC standards we meet our partners' current requirements. At the same time, it enables us to build customer confidence and strengthen our competitive position. The **quality management system** helps our people to implement the company's quality objectives. To help us achieve and maintain our quality standards we define parameters to measure the extent to which our quality objectives have been met, and we regularly review the efficiency of our **quality management system**. When necessary, we take corrective actions to introduce improvements.

The management implements annual reviews to assess the effectiveness of the quality management system and to ensure that the agreed objectives have been met in line with our quality policy.

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Our people

Our people are the foundations for our company's successful future.

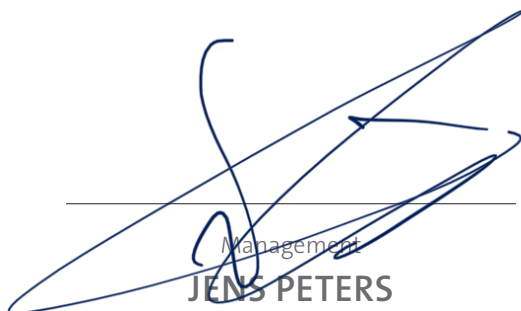
Responsibility for human resources is therefore an elemental management task. One of the most important duties performed by the department heads/management is to continuously optimise employment conditions, workplaces, the work environment and the organisation in order to encourage commitment and motivation, and ensure workplace safety. The process from development to delivery of our products and services involves a high degree of teamwork and interdepartmental coordination. This is an important management task. Every single member of staff is responsible for the quality of his or her work, and encouraged to continuously assess and improve it. Suggestions for improvement are explicitly encouraged. **Personnel development and training are actively supported under the corporate policy. Training activities and courses are effectively implemented and communicated in employment contracts.**

QUALITY POLICY



Our people

As a matter of course we respect the principles of human rights because they are fundamental to human society. We do not tolerate any kind of discrimination, e.g. on grounds of age, disability, gender, skin colour, origin or religion, nor do we tolerate inhumane working conditions which conflict with these principles.



Management
JENS PETERS



Management
INGRID PETERS



Management
JÖRG ANGENLAHR