

## Quality policy

**Our customers** are our most important success factor and the basis for the company's existence. Their needs and expectations must be translated into clear information and specifications to ensure we constantly adapt our technologies and services and can always deliver in line with agreements and expectations.

**Our employees** are our most important resource for fulfilling customer requirements and expectations and achieving the company's goals. Through ongoing training, they must therefore be given the opportunity to demonstrate quality consciousness and responsibility within their job functions.

**Our organization** must be equipped – through communication, information and training – to take part in the globalization process which we must continually undergo in order to adapt to changes in ourselves, our customers and the world around us.

**Quality management** must be pursued, so that we ensure systems, processes, technologies and services are continually improved, using risk and opportunity management.

**Documentation** of achieved quality must be prepared using objective methods recognized among our customers.

DAFA's quality policy supports the company's strategic direction and associated activities.