



## Our Quality Policy

Technik für Möbel



# Our Quality Policy

It's a long time since a piece of furniture was simply a piece of furniture. Furniture is of significance to every single person. Our technology works behind the scenes to ensure that furniture isn't just functional and mobile, but also something worth coveting. Using the right blend of innovation and continuity, we provide our customers with premium quality solutions that bring their furniture to life.

We create technology to make sure the owners at the end of the value creation process feel excited and inspired by their furniture. Our aim is to become Number 1 in our industry.

Four core values are shaping our journey in bringing this vision to life: quality, innovation, closeness to customers and reliability.

Quality

Innovation

Closeness to customers

Reliability

That's what Hettich stands for, and that's what we stand for. For us, the value of quality is symbolised by:

- Competence
- Continual improvement
- Zero-defect culture
- Focus on results
- Credibility



Quality awareness begins as a mental concept. That is why we are committed to practising our quality policy on a day-to-day basis, making sure it finds its way into the consciousness of our employees all over the world. We expect each of our employees to apply and to continually develop their skills and efforts in line with our quality policy.

The quality of our products and services also depends on how our suppliers perceive quality. That is why we also expect our suppliers to incorporate our quality policy and quality targets into their work.



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## Competence

- We understand that information, motivation and competence of all employees are fundamental prerequisites for maintaining a consistently high level of quality.
- We have made it our goal to keep staff informed, provide them with motivating working conditions and to support them with training in the necessary knowledge and skills.
- We actively involve our staff in decision-making processes. Sharing responsibility for the achievement of our quality targets strengthens identification with our corporate values.
- We apply our skills and tap into our potential in order to meet our quality targets. For us, competence does not only mean having knowledge and experience, but also having the ability to apply both successfully.



## Continual improvement

- We are the leaders in technology and innovation of products and services and our corporate structures are flexible and versatile. Our aim is to be the benchmark.

- We are ready to question the status quo on a daily basis. Solutions that may be outstanding today may not be anything special tomorrow and may even be outdated already. The continual improvement of our products and services makes sure that our company will remain competitive and prepared for the future, well beyond the present moment.
- We involve all of our staff in the continual improvement process. Our goal is to make sure all employees accept the improvement of our corporate processes and working environment as their personal challenge.



## Zero-defect culture

- We give precedence to error prevention over error detection. Creating error-free products and services is an essential factor in ensuring customer loyalty and attracting new clients.
- We work with the insight that quality is not only achieved through organisational and technical aspects; but also requires the conscious responsibility of each individual. No one relies on the subsequent checking and correcting their work.
- We consider risks and opportunities when designing our products, manufacturing and making sure they are robust against technical and human errors.
- We take an open approach to errors and see them as an opportunity to improve. Instead of trying to place the blame, we look for ways to eliminate sources of error. The same error should never occur twice.

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## Focus on results

- We apply a results-oriented approach to our work. Only a profitable company is able to finance further growth and to provide the resources needed to achieve corporate goals.
- We regularly adapt our strategies, plans and measures to the underlying conditions, customer requirements, markets and competitors. With this approach, we aim to uncover current opportunities, make the most of them and limit our risks. In doing so, we keep the essence of the company at the forefront of our thoughts.
- We set specific corporate target based on our corporate strategy and principles.
- We apply resources – both tangible and intangible – in accordance with the principles of target goal orientation, conservation and the best possible economic efficiency.
- We make sure our performance can be measured and we monitor target achievement in the context of management reviews.



## Credibility

- We see our customers, staff, suppliers and the general public as our business partners. Understanding and respecting their expectations secures the success and future of our company.
- We understand statutory regulations, applicable standards, requirements arising from other obligations and the current standard of technology as minimum requirements.
- We are committed to keeping our promises and sticking to agreements. This applies equally to our products and to the actions of each and every one of us.