

Purpose:

The purpose of this document is to define the policy for quality and environmental protection of the company (IM policy).

Scope:

The scope applies to the entire company of Behr Systems GmbH.

Responsibility:

The management is responsible for the contents of this instruction

Definition:

The management of Behr Systems GmbH has decided the following policy in order to reach the business objectives, to long term secure its market position and jobs and to upgrade its profits.

The quality management system and the environment management system according to ISO 9001 and ISO 14001 become part of every business process, in order to longterm remain

customer satisfaction and environment protection.

<p>Quality</p>	<p>Customer satisfaction is the main objective to the quality management system.</p> <p>This is reflected by the competence of our services, our adherence to schedules and our flexibility in realizing wishes of our customers.</p> <p>We set measurable quality targets and define measures for their implementation.</p>
<p>Environment</p>	<p>We commit ourselves to treat the environment with care and to realize and sustain necessary tasks of our own accord. By future oriented and environment protecting investment we want to match the requirements of our customers and the market. We also set measurable targets for this scope and define measures for their implementation.</p>
<p>Products</p>	<p>Our products and services represent innovation, reliability and functionality.</p> <p>We assume responsibility for the product development and work with our customer in partnership.</p>
<p>Processes</p>	<p>The process organization was defined in procedural and work instructions. In this way, processes are made transparent and can be reproduced at any time. Process risks are analyzed on a regular basis and, if necessary, appropriate measures can be taken. Defined interfaces between and control points within the various phases of the process organization have been created (task delimitation and testing</p>

	procedures). The necessary funds and staff are available for a correct process.
Customers	Customer satisfaction is an essential target of our IM policy. By competent service we support our customers in conceptual design and planning of manufacturing systems.
Employees	<p>Our management staff is trained in the integrated management system to consistently implement it for their departments together with their employees.</p> <p>Every employee is responsible for the quality of his work results. The high motivation and qualification of the employees creates the basis for customer-oriented and quality-conscious work. The management supports further training.</p>
Continuous improvement process / failure prevention	The quality of the products is not ensured by fault elimination, but by early fault avoidance. The quality management system serves as a help to constantly improve processes and processes and also to reduce costs.
External supplier	The company only cooperates with external providers who are willing to support our objectives in a spirit of partnership and unconditional support.
Laws	We commit to comply with the existing laws and regulations. Plants, products, emissions and disposal are supervised of our own accord. Tasks, realized as necessary are performed of our own accord even without licensing requirements and orders.
Documentation	Ongoing internal and external processes and activities are documented according to the specifications and stored on the company server.