

# Guiding principle Quality – Zero defects

The high quality of our products and services is the basis of our long-term, successful business activities. The satisfaction of our customers is a decisive benchmark for our actions.

We measure the success of our work by achieving the quality targets we have set.

Quality means for us:

## Qualified Personnel and Suppliers

Together, all employees determine the quality and success of our products and services.

We maintain a relationship with our suppliers based on partnership and support them in ensuring sustainable solution concepts and working conditions that conform to our values.

## Future proof Technologies

We use advanced technologies to decarbonize our products and our own production.

Our electrolysers also provide the basic element for synthetic fuels that enable "green" engine operation. Large-scale heat pumps allow a sustainable heat supply and with the help of our CCUS plants we open up new aspects in the CO2 cycle.

With the help of digitalization, we increase the efficiency of our products and our own processes, avoid failure and support the holistic analysis of technical systems for their further development.

## Enthusiastic Customers

We always act in the interest of our customers and are a reliable partner.

We use regular customer satisfaction surveys to derive improvement measures.

We focus on the development and manufacture of safe and sustainable new products as well as on the retrofitting of products already in the field. Our PrimeServ portfolio offers a comprehensive range of lifecycle support solutions for all products.

## Effective Processes

We have anchored the requirements and expectations of our interested parties and the assessment of business opportunities and risks in our processes and throughout the product life cycle. Our processes are sustainably improved through regular reviews and continuous improvement.