

## Quality policy

The principles of Hirschmann Car Communication GmbH are derived from the mission statement of Hirschmann Car Communication GmbH.

- **Customer satisfaction**  
Customer satisfaction is one of our prime corporate principles.
- **We want to be a preferred supplier for all our customers**  
This objective applies to all internal and external customers.
- **Agreed delivery deadlines must be maintained**  
When weighing up all parameters, delivery accuracy comes before cost considerations. The quality of our thinking and actions must not suffer when under time pressure.
- **We want to produce "zero defects"**  
Potential quality deviations must not be passed on. Defects must be identified where they originate and handled professionally. Known sources of defects must be eliminated. Defect prevention takes precedence over defect detection.
- **Continuous improvement of our products (CIP)**  
Internal and external benchmarks provide us with reference points for the improvement of our own products and services. This affects both quality and productivity as well as the profitability of our manufacturing processes. Our customers must always receive an optimized product.
- **Controllability of our activities**  
All activities in sales and marketing, manufacturing and Quality Management must be feasible and fully understood and correspondingly managed by all persons involved.
- **Environmentally-aware actions**  
Environmental awareness is part of our daily thinking and action. Thinking and acting which are detrimental to the environment are short-sighted and do not constitute part of our objectives.
- **Implementation of customer requirements**  
Compliance with and implementation of customer requirements as well as legal standards and rules is an obligation of the company and all its staff.
- **Customer/supplier relationship**  
Every internal and external customer/supplier relationship needs regular discourse, advice, care and a critical examination of the outcome as its foundation.
- **Accepting quality responsibility**  
Every member of staff has a responsibility for quality in his/her area of influence. In the event of failure to achieve quality requirements this includes the entitlement and the obligation to take steps to minimize potential consequential damage. The ability to assess oneself critically must be also permanently improved. We consider our staff to be the main component of our company. The quality consciousness of our staff is developed further by targeted training and by our managers who lead by example.

Neckartenzlingen, 04.01.2018



Ludwig Geis  
Executive Director