

# MAN Energy Solutions

## Quality Principles

The high quality of our products and services is the basis of our long-term successful business. The satisfaction of our customers is a decisive measure of our actions. We measure the success of our work by achieving the set quality targets. We have derived the following quality principles from our strategy and management policy.

### Quality means for us:

- 1) to understand and exceed customer expectations. We always act in the interests of our customers and as a reliable partner. We regularly conduct a customer satisfaction survey and implement the improvement measures derived from this on a sustainable basis.
- 2) to continuously determine the qualifications of our employees through appraisal interviews and to ensure them through targeted training and further education. All of our employees determine the quality and success of our performance. The managers support the implementation personally and actively.
- 3) select and develop suppliers according to defined quality criteria. We maintain a relationship based on partnership with our suppliers and support them in ensuring sustainable solution concepts and working conditions compliant with our values.
- 4) to investigate new technologies and apply them to our solutions. We use digitization technologies to increase efficiency, avoid failures and to analyze technical systems in a holistic manner.
- 5) to check the effectiveness of the quality management system through regular reviews. We meet the requirements of the international standard DIN EN ISO 9001:2015 by operating a certified management system. The needs and expectations of our interested parties, as well as the evaluation of the corporate risks and opportunities, are embedded in our processes.
- 6) to ensure a continuous improvement process over the entire product lifecycle proactively and reactively. We call for and promote preventive measures for quality assurance. We deal with failures openly and support measures to quickly stop and avoid errors and risks.
- 7) We prioritize our actions as follows: 1. Safety | 2. Quality | 3. Time | 4. Costs

Executive Board