



Quality Policy of the KSG Group

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The KSG Group, based in Gornsdorf (D) and Gars (A), manufactures printed circuit boards for a variety of industries as a service provider and endeavours to be a reliable and trustworthy partner in accordance with its corporate strategy. KSG's success as a contract manufacturer hinges on the success of our customers in their markets.

Our objectives are satisfied customers, high employee motivation, the fulfilment of the requirements of our shareholders and the observance of all legal, ethical and entrepreneurial principles. To this end, we have set up our quality management system according to the international standards DIN EN ISO 9001 and IATF 16949.

We consider the application of these standards an efficient way to promote customer orientation and process quality. Process orientation allows us to better and more efficiently achieve the desired results. The quality policy is further expressed by our obligation to reaffirm the confidence placed on us by the KSG customer in every phase of product development and all administrative processes.

In order to gain trust and understand customer needs, it is imperative to communicate with the customer. In this sense our customers and KSG are partners, whereby KSG wishes to recognize our customer's needs and tasks at an early stage and dependably find the right solutions.

- We strive to produce our products 100% free of defects at reasonable costs through systematic quality improvement. The foundation for this is the prevention of errors and robust processes.
- Quality and environmental protection founded on the analysis of data and information are the basis for all our business decisions.
- The customer sets the standard for the quality of the products.
- Every employee bears responsibility for quality in their area through preventing errors from the outset and through continuous improvement.
- It is important not only to eliminate the errors themselves, but also their causes. Our goal is a sustained and continuous quality improvement (CIP).
- The promotion of our employees' awareness of quality is a daily management task and key to promoting motivated employees.
- Employee satisfaction, the recognition of achieved targets and an increasing knowledge of the work content underpin the quality production and customer-oriented actions.



These key quality policy principles are a binding obligation for all employees. The assurance and targeted improvement of quality is everybody's task, from management through to the employees working on machines in plants. Quality work requires commitment and active cooperation across departmental and functional boundaries by means of teamwork.

Quality is not an image factor; it's simply a question of survival.

Accordingly, quality is the key to success for the competitiveness and future security of the KSG Group at all its sites.

KSG Group

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