

# QUALITY FIRST IS THE FOUNDATION OF OUR SUCCESS

## QUALITY POLICY

We strive to provide reliable products, on-time delivery and dependable support to meet customers' highest expectations. With our Quality Management System we encourage a culture of innovation, responsibility and accountability to ensure the continuous improvement of OSRAM Continental.

## OUR COMMITMENT TO QUALITY

### **Our Customers**

We listen to our customers and convince them with our performance and innovation. We supply flawless products and services to ensure our customers' highest satisfaction.

### **Our Suppliers**

We anticipate reliability and a continuous supply of high-quality products and services as the basis for our common success.

### **Our Employees**

We promote the attitude that puts the needs of Quality first. We encourage the capabilities and personal development of our employees through recognition of their performance.

### **Our Investors**

We strive for continuous economic success and sustainable growth, thereby justifying their trust.

### **Our Society**

We take our social responsibilities seriously. The long-term protection of people and the environment is an integral part of our activities.