



## COMPANYWIDE QUALITY STRATEGY

- Quality is when the customer returns, not our products
- Quality is the result of our work
- Quality is not the result of tests or inspections
- Our goal is to have zero defects

If there are defects then the corrective action is more important than justification or assignment of guilt.

**Quality is the basis for the future of our company!**

### CUSTOMER

**Satisfied Customers** A customer is somebody to whom we supply products, services and ideas – external and internal. The quality of our products and services has to meet the requirements and wishes of our customers completely. We ensure with this vision our common success. The standard for the quality of our products must be more than zero defect-condition. Each supply and service must be a recommendation for further business.

### ENTERPRISE

**Business Excellence by Continuous Improvement** All of the units within our organization continuously improve their process flows, based on measurable targets. This is done by constant planning and implementation of improvements, as well as control of their success through the measuring of results in the context of the continuous improvement process (CIP).

### SUPPLIER

**Qualified Suppliers** Skilled and qualified suppliers and service providers increase our competitiveness. We have processes in place to ensure that all of our suppliers and partners use the same environmental guidelines as we do.

**Partnership with the Supplier** Early integration, extensive mutual information and the permanent will to become better together, are the basis of our good partnership with our suppliers.

### EMPLOYEES

**Open Communication and Further Education** Open and constructive communication, as well as further education of our employees, are requirements for common quality awareness and the innovation ability of our company.

**Personal Responsibility** Each employee is responsible for the quality of their work. We pay attention that our employees follow instructions. Everyone works according to our quality management system and helps to develop it.

### ENVIRONMENT AND PUBLIC

We prevent the imperilment of humans and the environment, reduce the environmental impacts and take care of resources through continuous process and product improvement. To uphold all environmental legal standards is only natural at ODU. We continuously improve the environmental compatibility of our manufacturing process and products from planning through disposal. Raw material, energy, water and other goods, are used as economically and efficiently as possible. Our employees are motivated to act environmentally conscious through training and periodical information. We openly work together with our partners and government offices regarding all environmental questions.

For state-of-the-art activities and procedures which are environmentally critical but cannot be avoided, emergency plans are developed and organizational and technical measures are taken in order to avoid accidental release of chemical substances or energy. New investments are made in the best technologies available based on our stringent company's environmental requirements. We are aware of our public responsibility and we share our success with society in an appropriate manner.

ODU – A PERFECT ALLIANCE.

→ We, the management and the associates, are committed to treat the Quality Management System and the Quality Policy as our common Quality Pledge and to align all of our corporate activities accordingly.

The principles for the ODU company group are valid worldwide.

Managing Directors:  
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