



DEVRO

Global Quality Statement

Consistent and reliable product quality enhances customer loyalty and growth.

Our aim is to deliver product quality as a competitive advantage, meet or exceed our customers' expectations, ensure no product is returned due to poor quality and convert customers' issues into positive experiences through superior customer service.

- **Customers** – we focus on our customers to understand their requirements, deliver the right products on time, monitor emerging issues and effectively manage any potential issues to ensure enhanced, customer satisfaction.
- **Product** – quality is designed into our products, production process and customer delivery. We monitor and approve our raw material suppliers, provide effective process control parameters, conduct quality checks and identify and implement preventive actions.
- **Risk Control** – Each production site has a multi-disciplinary Quality Assurance Forum that meets regularly to review quality performance and assess any potential changes to the process.
- **Measurement and Benchmarking** – we set quality objectives, with targets, programmes to achieve them, monitor and publish our performance against them and use historical and inter group benchmarks for comparison.
- **Improvement** – all our manufacturing sites operate a Quality Management System, certified to ISO9001 and regularly review its effectiveness; we share skills across the group, encourage engagement with external quality contacts and initiate specific quality improvement projects.
- **Management Commitment** – we are committed to quality training, ensuring everyone understands the importance of quality and takes responsibility for the products they make and act accordingly. All employees have clearly designated quality management responsibilities.

Rutger Helbing
Chief Executive Officer