



DEVRO

## Global Quality Statement

*Our aim is to differentiate ourselves from the competition, and become the preferred supplier to our customers, by consistently providing a **Superior Customer Experience** in respect to the **Quality of the products and services** we offer. We strive to offer value addition and excellence in our after sales programmes, as part of our unique customer proposition.*

- **Customers** – we actively seek to understand our Customer’s individual requirements, and to transcribe those into products and services which meet or exceed their expectations (and in the context of the market in which they operate). In the unlikely event that they do not, we make every endeavour to resolve matters to their satisfaction in a timely, assuring and professional manner.
- **Product** – we consider and specify Customer relevant quality attributes, and related controls, through the entire process of new product design, manufacturing, and distribution. We strive for ‘right first time, every time’, and to offer a range of product options which are fit for purpose in respect of their intended application. We operate a supplier assurance programme to ensure that we procure high quality materials from reputable companies, operating to requisite standards.
- **Risk Control** – Devro employs a number of different means for managing risks related to Quality, and with an end to end perspective. We conduct internal audit programmes and have escalation processes to both identify and manage risks which can impact internal operations or the Customer Experience.
- **Measurement and Benchmarking** – in pursuit of Continuous Improvement, we set stretching quality objectives & targets annually and routinely track and publish our performance against them (using historical and inter-group benchmarks for comparison). We also conduct surveys and scorecard assessments with our Customers, to gain feedback and insights which allow us to improve the quality of our products and services to them.
- **Improvement** – all of our manufacturing sites operate a Quality Management System, independently certified to ISO9001, and we regularly review its effectiveness. We share skills, knowledge and best practices across the group, encourage engagement with external quality communities, and initiate cross functional quality improvement projects as required.
- **Management Commitment** – our commitment to Quality and a Superior Customer Experience is formally articulated in Devro’s business strategy, and is also evident in the strategic programmes for each manufacturing site. The various senior leadership teams are accountable for their delivery. At a personnel level, through role descriptions and various training resources, we ensure that people are aware of the importance of Quality and the Customer Experience, and understand their individual contribution to upholding those.

Rutger Helbing  
Chief Executive Officer