



DEVRO

Global Quality Statement

Our aim is to provide market leading quality in our products, delivering the **Added Layer of Value** for our customers. **We will achieve this by** continuously reviewing and improving our Quality culture and management systems.

- **Customers** - we actively seek to understand our customer's individual requirements, and to build these into products and services which meet or exceed their expectations. In the unlikely event that they do not, we make every endeavor 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 Management** - 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.
- **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 monitor customer satisfaction and share skills, knowledge and best practice cross functionally and across Devro to allow us to improve the quality of the products and services we offer.
- **Management Systems** - each site operates a Quality Management System, independently certified to ISO9001. We regularly review it's effectiveness and encourage engagement with external quality communities to ensure we are following best practice.
- **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. Leadership teams are accountable for setting clear objectives and responsibilities, providing training, and engaging all employees in a culture of Quality focussed on continuous improvement.

Harald van Boxtel
Chief Executive Officer