

# Committed to Quality

Based on the vision that our quality is loved by our customers, we at HUBER+SUHNER are committed to conscious risk management and error prevention by learning from our experience, implementing industrial best practice, and continuously improving the way we work.



Within the quality management strategy of HUBER+SUHNER we have defined five pillars that are crucial to make the vision become reality. The implementation of the strategy is driven by regular assessments and implementation plans in the segments and countries.

## 1. Design for quality

Through innovation, we can secure our future success. We develop competitive products, processes and services which satisfy existing and future customer needs. The success of our products depends on the comprehensive fulfilment of the functional, safety and economic requirements of the customers. Through consistent application of error prevention methods and conducting risk analyses, we can preventively avoid errors and thus follow the zero defect principles. Suppliers are important partners in our value chain and are involved in the design process at an early stage. For this reason, we select them systematically and develop them continuously. We also require our suppliers to apply standards regarding quality, safety and corporate responsibility comparable to ours.

## 2. Excellent execution

A functioning process management is essential, both in administration and in production. The processes are managed using meaningful performance indicators and are subject to continuous improvement. Management on all levels assures that their team members follow all applicable processes. Improvement potential or inadequacies are addressed to the responsible owner and evaluated by a process board or a process team. Risks and opportunities are analysed and a corresponding team decision for change is made. The preceding and subsequent processes as well as process internal handovers must be taken into account in order to optimally design the interfaces.

### **3. Skilled and committed employees**

All our thinking and acting must focus on the needs and wishes of our external and internal customers. Quality is generated along the process chains by every employee. All employees bear personal responsibility for their work. They are led by the management to create added value for the customer through the prevailing quality mind set. The employees are committed to quality every day and have the necessary skills which are continuously reviewed and further developed. Beyond this, we promote a culture that results in behaviour, attitudes, activities and processes to meet the needs and expectations of other relevant interested parties. Our corporate social responsibility program and our interested party analysis are well integrated in our culture and strategy and promote a responsible business conduct in society.

### **4. Process automation**

In order to increase the quality and efficiency of our processes, we strive to specifically increase the degree of automation in production and administration. In production, automation is mainly achieved through robots of the latest technologies for high and medium volumes, while in administration we promote automated workflows and digitalisation of processes. This enables us to prevent deviations in repetitive processes and guarantees highest quality.

### **5. Tools, systems and methods**

All processes in our company are managed by a team of process owners and process managers. They are documented in our Global Management System (GMS) and available to all employees on this platform. The focus of our processes and activities is on getting it right first time. By taking preventive actions, we can plan and produce quality right from the start. We apply processes and methods (e.g. Poka Yoke) for preventing errors; if errors do occur, we analyse and correct them once and for all, and we replicate particularly good results in other areas. Systematically maintained processes and applying the lean philosophy help us to identify existing potential in order to continuously improve our processes and performance as well as the management system as such. We also use a variety of established and well-known methods (e.g., Failure Mode and Effect Analysis, Measurement System Analysis, etc.), tools and systems (e.g., Manufacturing Execution System, Computer Aided Quality, Product Data Management, etc.) to accelerate our improvement process and to benefit from industry best practice.