



## **TÜV SÜD Product Service Ltd Quality policy**

**We provide peace of mind that products are safe, reliable and compliant, thereby creating more certainty and added economic value for our customers.**

**We commit to following our 12 core principles, which are based around Thinking Customer, Doing it Better and Sharing Success.**

**As process partners with comprehensive industry knowledge, our teams of specialists support our customers with testing, certification, training and compliance management services, thus achieving the optimisation of technology, systems and expertise.**

**In this manner, we strengthen the competitiveness of our customers throughout the world.**

We achieve certainty by committing to a zero mistakes strategy.

We add economic value to our customers and prevail against the competition through utmost quality, flexibility and speed.

We maintain our knowledge and expertise through an annual structured training programme for all employees.

We achieve the optimisation of technology, systems and expertise through a commitment to process-based management and continuous improvement.

We are committed to improving the effectiveness of our quality management system, by tracking its progress through internal audits and key performance indicators, and by requiring that all employees comply with it.

To remain a market leader in our areas of operation we are committed to comply with the requirements of our approvals and accreditation standards.

Jean-Louis Evans

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