

Quality guidelines

Kurtz

TECHNOLOGIES AND SERVICES
FOR METALS • ELECTRONICS • PLASTICS



1. How does the Kurtz Group define quality?

✔ Our customers expect an exceptional performance from us - and rightly so! Consequently, quality as we see it does not admit any compromises. We permanently compare our customers' expectations with our strategic goal settings, which results in clear aims for us. In order to realize these aims, we rely on a consequent quality management to guide us, comprehensive internal and external certifications as well as competent and quality-conscious employees. This quality policy is communicated via appropriate processes, and we expect our employees to contribute to the realization of the aims set and the organization improvements.

2. Why is quality such an important topic for the Kurtz Group?

✔ We are a globally acting group of companies and claim to play a decisive role in the defined markets. Our customers are manufacturers of technically demanding products or offer adequate services that have to meet particular requirements. We continuously make strong efforts to come up to high demands towards our customers with regard to price-performance-ratio and adherence to delivery dates. Based on how we meet these demands our customers create their idea of both the quality of our products and of the Kurtz Group as a group of companies.

3. What is Kurtz Quality?

✔ For us quality does not start off with the product, but already with the organization in the group. The executive personnel are responsible for an effective realization and maintenance of the processes defined. A disciplined work style according to fix regulations is the prerequisite for the continuous search of improvements and an adequate process optimization.

One goal is a simple, transparent and working documentation system. Our communication structures and processes must be guaranteed, and they include all employees.

Kurtz Quality is the result of corresponding instructions and achievements, the meeting of our own demands, customer and employee satisfaction as well as the satisfaction of further interested partners.

4. How do we reach quality improvements in the Kurtz Group?

✔ We introduced a quality management system so that our quality improves continuously.

"Quality" - "management" - "system", or what is it? Who established it? How is it realized? It is a system which serves to reach and keep the aims defined for a long time. This system is to ensure the internal and external cooperation under consideration of interactions. We distinguish between order-

related and order independent organization for this purpose. Both organizations were derived from the strategically defined core processes.

Processes are described in detail and the components of quality assurance are explained in a specific documentation which is permanently updated and has to be observed. Components of quality assurance include, for example, quality management tools, inspection equipment, statistic methods, etc.

Kurtz Quality is achieved if all the Kurtz Group's employees

- optimally carry out their job at their workplace,
- work in an environment enabling them to do their job according to the requirements,
- participate in the continuous improvement of organization, products and processes by taking the quality management system into account during daily work.

5. Who is responsible for Kurtz Quality?

✔ The management board is responsible for the Kurtz Quality. In order to achieve a continuous improvement of the quality standard the board created the administrative position of a quality management representative. This person acts directly on behalf of the management board and is in charge of setting, further development and adherence to the quality policy. There are further employees working in the product-related quality management apart from that.

The best way to achieve quality improvements is when all employees adhere to existing regulations, think of and suggest further quality improvements. Regulations especially on the examination of products, processes or documents serve for watertight evidence that quality is not achieved by accident but results from a long chain of clearly defined and monitored processes. Kurtz Quality starts at our customers. We would like to ask our customers to support us in defining our quality. In addition, we ask our suppliers and business partners to do so as well, because we consider them as a part of our quality assurance system as we consider ourselves.

6. How is quality improved?

✔ Quality improvement starts out with the definition of quality goals and the determination of measurable parameters. The parameters are judged regularly. Deviations from aims or specifications are recognized and corrected by improvement measures. Customer satisfaction is the essential parameter for us, as only satisfied customers will continue placing orders with the Kurtz Group and thus ensure our future.



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