

Mubea

BINDING GUIDELINES

Quality@Mubea



CUSTOMER SATISFACTION IS OUR #1 OBJECTIVE

The word „quality“ at Mubea means to fulfill the customer specific requirements in the best, most efficient way. We strive to exceed these requirements through continuous improvement and with our innovative technologies. We display this commitment to our customers with the expertise, proactive approach, flexibility and reliability to lead the worldwide competition as a best-in-class supplier. The above objectives and the following principles are valid at Mubea and are standard for the corporation with our suppliers.

OUR COMMITMENT AS EMPLOYEES

Each employee is committed to quality processes and products. Managers act as role models by providing the necessary means to promote continuous improvement and encourage open communications regarding quality. All employees are actively involved and perform their duties with a disciplinary approach.

WE GO FOR 0-FAILURES

The striving for 0-failures motivates our organization to continuously improve our processes. We use a structured approach with predictive validation in order to avoid failures. If a failure occurs, we perform an immediate and systematic root cause investigation and communicate findings across the entire company.

WE WORK WITH CAPABLE PROCESSES

Quality must be built into the process. This requires consistent implementation of standardized, capable and efficient manufacturing/business practices at all locations and all divisions. These standards are based on best practices that are continuously improved upon.

WE ARE DATA DRIVEN

Our views are based on requirements and evaluations of our customers. We define process indicators, agree on challenging targets, measure the progress and implement the needed actions based on a data driven approach.



**ALL OF THIS SERVES OUR
MOST IMPORTANT GOAL:
THE SATISFACTION OF
OUR CUSTOMERS**