



## Quality Policy Oerlikon

### One Quality for an excellent Customer Experience

Oerlikon is a leading provider for high quality materials, surface solutions, coating equipment, component manufacturing and additive manufacturing.

**Our worldwide and cross-functional commitment to this policy is a fundamental part of our business success. We work together to create added value for our customers, our organization and our people by consistently embracing the highest quality standards and performance through the following principles:**

#### Strive for Excellence

- Everything we do is founded on a **total quality** mindset.
- We know, follow and promote the **principles of our Quality Management System**.
- We see our leaders are committed to the **Quality Management System and risk-based thinking**.
- We **manage and measure** our processes.
- We take ownership for **continuous improvement**.
- We focus on a defined **innovation strategy**.
- We pursue the **zero-defect approach** for the highest quality standards to meet customer expectations.

#### Consider Customer's Success as our own Success

- We consider **customer satisfaction** as the key to our success.
- We are strongly committed to our **customers' requirements**.

#### Respect, Engagement and Commitment

- We promote **self-responsibility, cross-functional collaboration and teamwork**.
- We continually improve the maturity of **Human Factor** management.
- We encourage and **enable our people** to adopt and incorporate quality excellence in all areas.
- We live and promote an **open reporting** culture in our organization.
- We **respect suppliers** and support them in their development.

#### Legal and Regulatory Responsibility

- We are committed to prevent and counteract all **fraudulent activities** and we respect and follow **all relevant laws, regulations, as well as our internal processes and requirements**.

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Prof. Dr. Michael Süss  
Executive Chairman

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