



KSG Group Quality Policy

Status: July 2023

The KSG Group, with its locations in Gornsdorf (Germany) and Gars (Austria), manufactures printed circuit boards for various industries as a service provider and strives to be a reliable and trusted partner in accordance with its corporate strategy. The success of KSG Group as a contract manufacturer depends on the success of our customers in their markets. Satisfied customers, high employee motivation, and meeting the requirements of our shareholders are our objectives. Adherence to all binding obligations, legal, ethical, and business principles, are further commitments.

To achieve this, we have established our quality management system according to the international standards DIN EN ISO 9001 and IATF 16949. Customer orientation and process quality are efficiently promoted through the application of these standards. Process orientation allows us to achieve the desired results more effectively and efficiently. The quality policy is also expressed in the commitment to confirm the trust of customers in the KSG Group in every phase of product development and all administrative processes.

To gain trust and understand customer needs, communication with the customer is essential. In this sense, our customers and we are partners, with the aim of recognizing our customers' needs early and reliably solving them with first-class service.

- We aim to manufacture our products 100% error-free at reasonable costs through systematic quality improvement.
- Quality and environmental protection complement each other and form the basis for all our business decisions (also see our environmental, energy, and sustainability policy).
- The customer sets the standard for the quality of the products.
- All employees are responsible for quality in their respective areas through error prevention from the beginning as well as continuous improvement.
- Not only the errors themselves but also their root causes are to be eliminated. The goal is a sustained and continuous quality improvement (CQI).
- Promoting the awareness of quality among all employees is a continuous leadership task and contributes to motivated employees.
- Employee satisfaction, recognition of achieved goals, and knowledge expansion contribute to quality-oriented production and customer-focused actions.

These principles of quality policy are a binding commitment for all employees. Ensuring and targeted improvement of quality are tasks of all employees.

In this sense, quality is the key factor for the competitiveness and future viability of the KSG Group at all locations.

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