

QUALITY POLICY

At Distran AG, our commitment is to provide the highest quality service to our customers in every aspect of our business. We strive to meet and exceed customer expectations by continuously improving our products and processes, and by ensuring compliance with all relevant legal and regulatory requirements. We are dedicated to promoting customer focus and a culture of continuous quality improvement throughout the entire organization.

- We prioritize customer satisfaction – we aim to provide the best customer service possible each and every time and to address any issues or concerns in a timely and effective manner. We regularly evaluate customer satisfaction and take the necessary actions to improve it.
- We ensure product safety and functionality through industry-standard testing and validation. We use a Root Cause Analysis approach to identify and analyze defects, striving for zero defects and no waste. Regular internal audits are conducted to maintain compliance with our quality standards, and we take corrective and preventive actions as necessary.
- We maintain product quality by carefully controlling the supply, assembly, and storage of all our products. Rigorous attention is given to selecting our suppliers and contractors and ensuring their compliance with our quality management system.
- Our staff is crucial to achieving our quality objectives. Through continuous training, we enhance their skills and ensure that all personnel understand their responsibility to comply with our quality management system.

This policy is widely communicated and available to all interested parties who request it. During management reviews, we regularly review our quality policy to ensure its continuing suitability and effectiveness, and align it with our overall business strategy and objectives.

Zurich, 27.02.2023

The Management

