

# Quality policy of Senvion

## Our goal:

- > We want to be technology and quality leader in our markets
- > We want to exceed our customer expectations for quality and ensure our products have highest levels of availability, reliability and safety
- > We see our product quality and its continuous improvement as the main foundation for our long term success and develop our quality culture in order to strive for a zero defects goal in our products and services
- > We build sustainable relationships with our customers, suppliers and other business partners through regular dialogue, visits, after sales follow-up and supplier audits, as appropriate, to continually improve product quality, service and costs
- > We are committed to strict compliance with all applicable legal requirements. In addition, we are committed to comply with the requirements resulting from our analysis of the relevant interested parties
- > We respect each other and are working as a team across geographical, cultural and functional boundaries
- > We establish training programs for improving our staff competences on quality topics

## How we will deliver this:

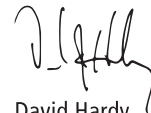
- > **Everybody** at Senvion – through all levels and through all processes and functions – must be aware that he/she is responsible for our quality and the customer satisfaction and he/she can make a difference
- > We follow our processes and words with deeds by actively promoting quality-oriented thinking, attitude and behavior in all our teams
- > We communicate and discuss quality issues openly in order to create a continuous learning culture. As a consequence, we plan our quality measures with a focus on preventing defects and non-conformities
- > We gather best practices from our customers, suppliers and other stakeholders and continuously improve our quality management systems

The management and all employees are fully committed to this quality policy.

Hamburg, June 2018



Kumar Manav Sharma  
CEO and CFO



David Hardy  
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