

HANZA Quality Policy

Our vision: Manufacturing Made Easy.

At HANZA, our long-term strategy is built on sustainable and efficient manufacturing through our unique Manufacturing Clusters and Advisory Services. This enables our customers to grow, strengthen competitiveness, and improve profitability. Their success is our success.

The HANZA Quality Policy is a fundamental part of this strategy. We are committed to satisfying applicable requirements and to the continual improvement of our Quality Management System.

At HANZA, quality means:

- Customer satisfaction
- Fulfillment of applicable legal and regulatory requirements
- Achievement of defined Key Performance Indicators (KPIs)

Our KPIs and focus areas provide the framework for setting and reviewing quality objectives.

We focus on three core areas:

Business development excellence

We grow together with our customers by:

- Building long-term partnerships
- Offering optimized supply chains across HANZA's full manufacturing portfolio.
- Providing MIG™ (Manufacturing solutions for Increased Growth & earnings) to support production optimization and relocation
- Strengthening HANZA through strategic investments and acquisitions based on customer and market insights.

Operational excellence

We create customer value by:

- Delivering the right quality at the right time.
- Minimizing waste through standardized, and continuously improved processes.
- Ensuring efficient operations with low internal cost and high reliability across all sites and technologies.



Financial excellence

We support our customers' business decisions by:

- Providing accurate and transparent manufacturing calculations.
- Continuously analyzing and reducing costs and capital employed.
- Ensuring reliable financial reporting.
- Optimizing administrative processes through Shared Service Centers.

Our commitment

This policy establishes a shared understanding of quality at HANZA and guides our daily work.

- The CEO reviews the policy annually
- The policy is communicated, understood, and applied throughout the organization
- The policy is available to relevant interested parties via HANZA's website
- Leaders are responsible for defining and following up KPIs, ensuring effective processes, allocating resources, and supporting competence development
- Every employee is responsible for the quality of their work and for achieving defined KPIs

Our core values guide us:

Focus, Teamwork, Ownership, Communication, and Making things easier.

This policy, along with related processes, organization, and KPI's, is described in our Quality Management System, available on HANZA Hub.

