

Q. Quality

Customer satisfaction is our top priority. We increase the satisfaction of our customers by addressing their needs and continuously raising quality. Customer benefits take centre stage in the development, production and sale of our products.

We never compromise on quality. Our declared aims are to manufacture our products to the highest standards of quality, to constantly improve process and plant stability, to deal immediately with any deviations occurring, and to only deliver products with maximum reliability.

Everyone working for Q-Cells is required to maintain the defined quality targets in their own particular field as well as those of the company, and to expose and eliminate any shortcomings. Their abilities to think and act in a manner which takes the need for quality and customer satisfaction into account are regularly developed and trained.

Q. Environment

All environment friendly technologies introduced must be state-of-the-art. To protect the environment, the impact of our current and future activities are systematically monitored, assessed and continuously reduced.

We have assumed responsibility on our own initiative to step up the protection of natural resources and the recycling of materials we have used. We monitor and optimise our processes and take part in regional and international campaigns.

We pursue an active and open information policy, being proactive in providing objective and comprehensive information on procedures relating to the environment. We work together with public agencies and local representatives to avoid pollution and engage in regular dialogue.

Q. Health and safety

Safety and health protection aspects are regularly checked throughout the company and the implementation of defined aims and measures is monitored. In doing so, we follow industrial standards and aim to minimise the accident rate.

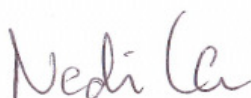
Health programmes and regular internal campaigns are designed to keep employees fit.

Q. Integrated Management

Our integrated management system is subject to constant improvement. We ensure efficient organisation and the ongoing optimisation of processes and procedures by means of quantifiable targets as well as quality, environmental, and health and safety programmes which can be monitored. An important contribution is made by the extensive range of training available at Q-Cells Academy for all members of staff.

Compliance with legal regulations and trade association rules is self evident for us and also forms the basis of our commercial activities. Our aim is always prevention rather than correction.

We also expect our suppliers and contractors to comply with internationally recognised requirements regarding quality, environmental protection, and health and safety. This is demanded by the Code of Conduct and regularly monitored by us in regular surveys and audits.



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