



1 PURPOSE

The purpose of the Quality Policy is to define the quality principles for the **STÖLZLE GLASS GROUP** and to communicate them to the employees. It forms the basis for the individual Quality Policy of each plant.

2 SCOPE

This is a **STÖLZLE** wide policy.

3 POLICY STATEMENT

The Quality Policy of the **STÖLZLE GLASS GROUP** is defined in compliance with the company principles and the quality requirements of the ISO 9001 norm. Depending on the strategic focus the quality requirements of other standards like ISO 15378 (GMP) and BRC/IOP Food Packaging are considered individually in plants manufacturing products for pharmaceutical and/or food use.

The *Company Vision* forms the basis of the Quality Policy:

*Our aim is to be the first choice partner for both our customers and our employees, through establishing a culture of **reciprocal trust** and by striving for **first class performance, flexibility, and reliability**.*

*This will earn and enable us to sustain a leading role in our strategic markets: **PHARMA, PERFUMERY & COSMETICS and SPIRITS**.*

Trust, first class performance and flexibility all depend on healthy employees who feel safe and at ease in their work environment. That is why safety, health and well-being are an integral part of our company culture and are constantly subject to evaluation.

Out of it derive our quality principles:

- **Customer satisfaction**
We understand quality as the compliance with customer requirements associated with innovation, cost awareness, maximum reduction of defects and on-time delivery.
- **Leadership and commitment**
The Top Management ensures the integration of the QM system into the business processes and establishes quality targets compatible with the context and strategic orientation. It promotes the use of the process approach and the risk-based thinking.



Policy

- **Employee orientation**
We ensure the competence of the employees affecting the performance and effectiveness of the quality management system by developing the professional and individual skills with continuous education and a comprehensive training program.
- **Process orientation**
The Key processes are clearly defined and documented. Their efficacy is monitored continuously in order to introduce improvements in time.
- **Stakeholder engagement**
We evaluate the needs and expectations of our interested parties actively and involve them in our processes.
- **Continuous improvement**
We improve the performance and effectiveness of the quality management system continuously. We improve further our products and services to correct, reduce or prevent undesired effects.

The QM system of each plant builds the frame for the realization of the Quality Policy and the achievement of the Quality goals. In it, the responsibilities, the structural and process organization are defined, quality relevant activities planned and directed to the customer in order to bind him long-term. Written specifications and their internal communication shall create clarity for all operations. The effective operation of the QM system, the compliance with the customer requirements and the assurance of the product quality shall be traced and proven by records.

With this Quality Policy the Management and all employees commit themselves to execute their activities in compliance with the defined processes,

4 RESPONSIBILITIES

The Corporate Management has appointed a Quality Management Representative to ensure the compliance with the set principles and to maintain and develop the processes with the defined process owners. The regular execution of Management Reviews assures the continuous suitability, adequacy and efficacy of the Management system.

	Function	on	Name
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