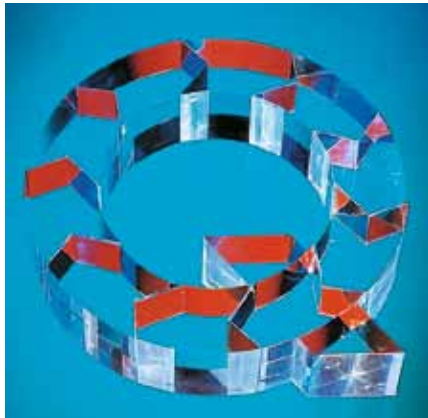


# Quality Management



## Quality Guidelines

- The orientation on customers processes and on employees are important elements of the Quality Management.
- The customer requirements are determined regularly and fulfilled with the aim of the increase of the customer satisfaction.
- Targets are agreed with the persons responsible for process in all units of competence and the realization is followed regularly.
- Targets, methods and results of the Quality Management are continually imparted in order to support the consciousness and the cooperation of all employees in the process of the continuous quality improvement.
- Instead of later debugging, the principle of avoidance of defects is realized.
- Organizational and personnel measures will be concentrated on effective quality management to ensure the implementation of the quality targets.

## Management-Systems / Certificates

Customer satisfaction is the basis for sustained business success. Therefore, we want to meet the customers' requirements for our products and services, now and for long-term future. To ensure success in a reliable way, BASF Polyurethanes Europe introduced a quality management system several years ago including all divisions. Each business process is regularly assessed and further developed based on informative performance indicators. The target is to reach optimum efficiency and almost perfect coordination of all activities and operations. Each employee is asked to make a contribution to quality assurance and continuous improvement with its capabilities and ideas at its workplace.

Our integrated Quality and Environmental Management-System is based on following standards:

DIN EN ISO 9001

ISO/TS 16949 (with product development)

DIN EN ISO 14 001 (environmental management system)