



Elmos ESG Policies

Section:	Governance
Chapter:	Quality and product safety
Policy:	Customer satisfaction
Coverage:	Elmos Group
Supported UN SDGs:	
Addressed GRI Standards:	2-25, 2-29, 416

Quality is of high priority for Elmos. Our quality management system is certified in accordance with the internationally recognized IATF 16949 (includes ISO 9001). As a result, Elmos achieves a high level of quality - both in its products and in its business, production and support processes.

One objective of this quality management system is to promote customer satisfaction and the associated sustainable achievement of corporate goals.

To ensure the fulfillment of specification requirements for products and processes, Elmos monitors customer satisfaction by constantly evaluating internal and external performance indicators. To this end, Elmos conducts regular and systematic analyses of customer satisfaction.

The exact procedure for recording, evaluating and improving customer satisfaction is described in an internal procedural instruction. Most customers report to Elmos independently and regularly. Other customers are contacted proactively if necessary and asked to fill out a corresponding questionnaire (*Customer Satisfaction Survey*).

Various performance indicators are used to assess customer satisfaction, essentially focusing on quality, service and performance as well as taking into account criteria from the areas of logistics and purchasing.

The results are documented in a *Customer Satisfaction Protocol* and serve as the basis for improvement measures. At least once a year, the results are summarized in a *Customer Satisfaction Report* and shared with the Management Board and the departments concerned.

ESG Policies	Compliance management system (CMS) Quality and crisis management
Certificates	Quality Management System Certificate IATF 16949:2016
