

QUALITY POLICY

Lighting Brands

We, the Lighting Brands, have been developing innovative and individual lighting solutions that meet economical and ecological demands and create an aesthetical value for more than 80 years.

In the Lighting Brands we have defined the following Quality Policy:

To us, Quality means meeting customer requirements for our products and systems and services. Through outstanding quality, we ensure lasting customer satisfaction. In our thinking and acting quality always comes first.

- The quality of our lighting solutions supports the development of long-term partnerships with our customers. Through our high-quality products, lighting solutions and services, we promote the success of our customers.
- We derive from our voice of the customer market research, measurable quality characteristics. Based on this we develop and industrialise innovative products by applying the methodology design for Six Sigma.
- We produce and deliver faultless products and systems to our customers. We guarantee, that our components work safely and correctly in conjunction with our designed solutions.
- We consistently align our business processes to prevent errors. In all processes, we implement testing processes and effective feedback loops. We analyse errors that have occurred and permanently eliminate the causes of detected errors.
- By making quality control and audits at our suppliers we ensure the quality of all purchased products and services. The demands on our suppliers are designed so that they assist us in achieving our quality goals.
- We plan and develop lighting solutions precisely tailored to our client needs. We ensure that the desired products and services are available at the required place, reliably and on time.
- All documents and information that we make available to our customers are precise and clearly understandable. We promise only what we can deliver.
- We support our employees to improve their abilities continuously, encourage them to innovate, treat them fairly and honour their performance.
- With the help of our education and training programs we ensure the appropriate qualification of our staff.
- We are committed to fulfilling the requirements of the Quality Management System ISO 9001:2008 and the Environmental Management System as per ISO 14001 and to continually improve the effectiveness of its execution.
- We are committed to the economic use of all resources and to a responsibility for our environment.
- We consistently review the Lighting Brands Quality Policy, thereby guaranteeing its continued effectiveness.

The management team of Lighting Brands declare themselves responsible for overseeing and implementing our Quality Policy.

01. April 2010

Lighting Brands Management Team