

More than 30 years after its creation, the Mäder Group has become an independent international player in high value-added Coatings & Composites. As part of the E-Volve 2030 strategy, quality supports the development of our activities, operational excellence, long-term customer satisfaction and the sustainability of our industrial know-how.

OUR MISSION: To passionately support our customers' Coatings & Composites processes by providing them with comprehensive, reliable, controlled solutions tailored to their needs.	OUR AMBITIONS: To be recognized by our customers as a reliable and innovative partner. To provide compliant, high-performing and competitive products and services. To develop operational excellence and continuous improvement. To take Corporate Social Responsibility (CSR) and climate-related issues into account in our decisions and activities.
OUR VALUES AND KEY INTERESTED PARTIES: <i>Continuous innovation and the quality of our products:</i> Providing our customers with practical solutions that meet their needs and applicable requirements. <i>Respect for People:</i> Developing the skills, communication and involvement of our employees. <i>Sustainable performance:</i> Contributing to the satisfaction of our customers, the trust of our suppliers and partners, and the long-term sustainability of the Group.	

This policy applies to all Mäder Group companies and sites, in accordance with the standards and requirements applicable to each entity.

Our Quality Policy supports the priorities of the E-Volve 2030 strategy:



Growth and development of our activities, operational excellence, customer satisfaction, risk management, skills development and continuous improvement.

1. Strengthen customer focus

Understand our customers' needs, meet their specific requirements and develop solutions tailored to their markets.

2. Ensure the conformity of our products and services

Control our design, development, industrialization, purchasing, manufacturing, inspection, packaging, delivery and technical support activities.

3. Prevent defects and manage risks

Analyze risks, manage changes, prevent defects, share lessons learned and resolve problems sustainably.

4. Continuously improve our performance

Reduce deviations, complaints, process variations and non-quality costs to improve our efficiency and competitiveness.

5. Develop skills and involvement

Provide every employee with the means to contribute to quality, compliance with standards, process control, knowledge transfer and continuous improvement.

6. Secure our supply chain

Work with suppliers and service providers capable of consistently meeting our quality, technical, regulatory and operational requirements.

7. Comply with applicable requirements

Maintain and improve our management systems in accordance with ISO 9001 and, for the relevant entities, IATF 16949, as well as our customers' and markets' requirements.

8. Take CSR and climate-related issues into account

Take Corporate Social Responsibility (CSR) and climate change issues into account in our decisions, activities and relationships with our partners, to maintain service to our customers.

Management framework: This policy provides the framework for defining and monitoring the Group's Quality objectives. Measurable objectives are set each year by the Group and its entities, particularly regarding product conformity, customer complaints, lead times, non-quality costs and the effectiveness of actions.

Performance monitoring: Results are monitored through indicators, process and management reviews, audits, the handling of non-conformities and customer complaints, as well as action plans.

Management commitment: The Executive Committee provides the necessary resources. Each entity deploys, communicates and implements this policy.

Policy review: This policy is reviewed annually during the management review and whenever a major change affects the Group's strategy, the expectations of interested parties, customer requirements, applicable standards or the regulatory environment.

“ *Quality is everyone's responsibility: it is built at every stage through the control of our activities, the involvement of our employees and the long-term satisfaction of our customers.* ”

On behalf of the Executive Committee,
Julien MOLINA
President

Signature: _____
