

QUALITY POLICY

Dormer Pramet develop, manufacture and supply a full range of metal cutting tools to customers globally. We deliver solutions to end users primarily through our channel partners and believe in building long-term partnerships, sharing expertise and being available at all times. **Our promise is to be Simply Reliable.**

This policy applies to all Quality activities. This includes all internal operations as well as external services that Dormer Pramet provides to the market place such as sales and services. Quality is a measure of our performance as experienced by our customers and our success in the market depends on our ability to meet or exceed customer expectations. Quality excellence is built on commitment and proactive participation by all employees, which means that each one of us is responsible for quality in everything we do.

SATISFIED CUSTOMERS

At Dormer Pramet we are committed to providing our customers with products and services that meet or exceed their requirements and expectations. To succeed, we listen to our customers continuously, understand their needs, and implement sustainable improvements in our products and processes. To be leaders, we must always perform better than our competitors and deliver our products and services right the first time, on time, every time. Our promise is to be Simply Reliable.

ZERO DEFECTS

Zero defects is the guiding principle in everything we do towards achieving quality excellence. Our method for succeeding in this is through preventive action, a “right from me” mentality and operational excellence.

AMBITIOUS TARGETS

We set ambitious quality targets at all appropriate levels in our organization. - Our quality targets clearly support our business needs, strengthen our customer focus and make it possible for every individual to understand how to contribute to customer satisfaction and continuous improvement.

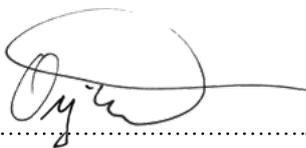
LEGAL COMPLIANCE

Dormer Pramet will continue to take a systematic approach to comply with or exceed applicable legal and other requirements.

CONTINUAL IMPROVEMENT

Our way of working is based on a culture of continuous improvement involving and empowering all employees. Everyone’s proactive participation in improving our processes and serving our customers is the key to Dormer Pramet’s and our customers’ future success.

Šumperk Czech Republic, 1. 4. 2022



Ondřej Balabuch
Head of QEHS and Sustainability



Eduardo Martin
President