

## Quality Policy

DEUTZ Nordic is offering sales of new products, spare parts, service and support, enabled by a trained and experienced team. Our strengths are our responsiveness, customer focus and competence providing the best customer support in all our stages e.g. from new products to providing service and support for our installed base. By being customer focused we manage our mission to represent our brands.

The aim of our quality work is to improve our support to our customers, making sure that we are true professionals in our field. We listen to our customers and to our suppliers, which we represent and based on their feedback we drive improvements.

We are committed to meeting all applicable requirements, including customer, statutory and regulatory requirements, as well as continuously improving the effectiveness of our quality management system.

The fundamental enabler of our performance is our great team of professionals. We are all committed to drive our business forward.

This policy provides the framework for setting and reviewing our quality objectives, which focus on:

Winning Team – Recruit and train our team

Generate Business – Provide solutions to new and existing customers

Delivering Products and Services – Right first time and on time

Manage Strategic Relationships – Build trust

Process Development – Continuous improvement

Financial Performance – Predictable financial performance

