

### **1.0.06 Policy and objectives**

The management of Cimar wants to pursue the following mission with its organisation:

“Acquiring a preferred position with customers by offering high-quality and reliable products and services with competitive pricing”

#### **1. Building a strong organisation**

The basis for functioning properly is a high-quality organisation. This requires every employee in the organisation to be aware of their duties and responsibilities.

A proper quality system can be a helpful tool for this. A situation of continuous improvement needs to emerge. To achieve this, a quality system that complies with ISO 9001 and ISO 13485 is in effect within Cimar. The starting point for this system is: “Do everything right the first time”. Should this not happen in exceptional cases, processes for taking corrective measures have been included, which are always focused on helping the customer with priority. Within Cimar, the quality manager is responsible for maintaining the system and, together with the management team, determines the appropriate quality objectives. The emphasis is on good communication with the employees.

#### **2. Customer-oriented thinking**

Key points are: reliability, fast service, customisation, efficiency, and flexibility. Performing regular customer satisfaction measurements allows for optimally responding to the demands and wishes of the customer and forms a basis for continuous improvement.

#### **3. Creating a stimulating work environment for the employees**

The employees within the company, who ultimately serve the customer, must have a good work environment available to them. The motivation and involvement of the employees remains high if everyone has the opportunity to develop within their position. Where necessary, training and education are stimulated, which means there is attention to individual career planning.

#### **4. Building stable relationships with partners**

The mindset of high-quality also needs to apply to the suppliers, which is why long-term relationships have been built. These relationships are as such that they are mutually profitable and there are clear partnerships.

To put this policy into practice within our organisation, it has been made concrete with measurable objectives. These are included in the management review and will be adjusted annually where possible. The objectives and the associated action points are coordinated and monitored during regular consultations.