

QUALITY POLICY

1. For the customer needs and expectation, DMCZ will:

- a) Thanks to investments in new technologies, people, and relationships, to maintain its position as a strong European company in a dynamically changing environment moving towards electromobility.
- b) Produce the products with the highest level of quality, reliability, and safety.
- c) Maintain and improve the quality management system in accordance with customer requirements, standards, applicable legislation, and internal requirements.
- d) To maintain the satisfaction of its customers with quality, deliveries, and quick response to their requests; Continually develop the effective communication and cooperation with customers, suppliers, other DENSO companies and associates.
- e) Constantly increase the effectiveness of communication and cooperation with customers, suppliers, other DENSO companies and employees and strengthen own influence on corporate decision-making regarding DMCZ.
- f) Enhance continuous improvement of all process's effectiveness and "processes net" efficiency, including new production group assortment (Hoses and pipes).
- g) Improve Maintain stable operational profitability and flexibility of human resources.
- h) Predict and eliminate risks of all main processes in terms of products and services conformities.
- i) Evaluate all requests and expectations of all interested parties.
- j) Actively increase your CO2 neutrality.

2. To fulfill the "Quality policy", management of DMCZ promises:

- a) To create and provide adequate resources for fulfillment and improvement of the Quality management system, and effective improvement of all processes.
- b) Create conditions for the special and professional growth of all employees and build a corporate culture based on openness, mutual support, and personal responsibility.
- c) To improve knowledge and awareness of employees in the quality system.
- d) To minimize the risk of health and safety for employees.
- e) To motivate the employees to work without mistakes.
- f) To build up good relationships within the organization context

3. To fulfill the "Quality policy", management of DMCZ expects:

- a) All employees to respect all quality system procedures, monitor and improve performance of all processes.
- b) All employees to be trained and acquainted with actual customer requests and demands.
- c) All employees to make continuous effort to prevent mistakes and challenge "0-defects".
- d) All employees participate as one team in continuous improvement and support of a strong and healthy company culture.

<u>Revision 01</u> 10 th April 2005	<u>Revision 02</u> 6 th May 2009	<u>Revision 03</u> 11 th November 2010	<u>Revision 04</u> 1 st May 2013	<u>Revision 05</u> 11 th September 2017
<u>Revision 06</u> 1 st April 2018	<u>Revision 07</u> 1 st May 2023			

Homare Kotate

Dušan Vrtal


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President
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Management representative