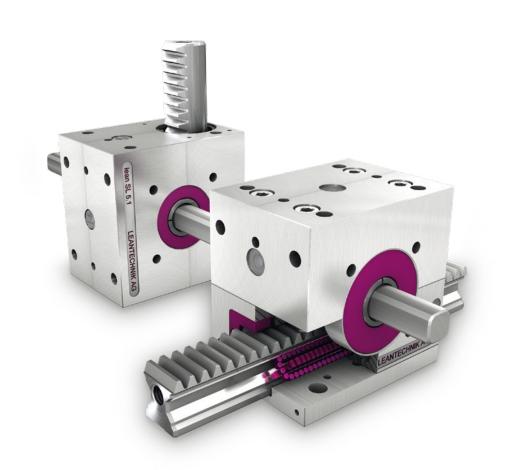
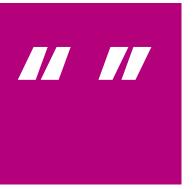


# CORPORATE PRINCIPLES

# **LEANTECHNIK AG**





High-quality products and maximum service are important for us to secure our position as technology leader in the market for the development and engineering of linear gear rack lift drives for use in automation technology.

Our company's top priorities are the satisfaction of our customers and the sustainable use of our products. This is the basis for our business success and also the basis for creative developments and innovative solutions.

We can convince our customers and give them the added value they need only if we join together in the consistent application of our corporate principles.



Petra Trojahn Executive Board



Reinhard Janzen
Executive Board

### Table of contents

1.	Principles	3
1.1	General	3
1.2	Our purpose	4
1.3	Quality	5-6
1.4	Innovative solutions	7-8
1.5	Customer orientation	9
2.	Responsibility	10
3.	Resources	11
3.1	General	11
3.2	Human resources	11
3.3	Infrastructure	11
4.	Management assessment	12 – 13
5.	Product development	14
6.	Processing of inquiries, tenders and orders	15
7.	Procurement	16
8.	Order processing and production controlling	17
9.	Service	18
10.	Social responsibility	19

# 1. Principles

## 1.1 General

All employees of LEANTECHNIK AG are obligated to comply with the corporate principles in order to ensure the company's sustainable success.

We systematically apply our certified quality management system to meet customer requirements. The high standards of DIN EN ISO 9001 are decisive for us in the planning, implementation, monitoring and improvement of all quality-related activities. We constantly improve these processes to achieve a high level of customer satisfaction.

We utilize the expertise of our entire staff to achieve the full satisfaction of our customers.



# 1.2 Our purpose

# At LEANTECHNIK we...

- ... are committed to quality in all functional and organizational areas.
- ... are obligated to show responsibility, openness and respect among ourselves and toward our business partners.
- ... promote the cooperation, competence and technical expertise of our employees.
- ... aim at customer orientation in all processes, both internally and externally.
- ... act in a market-oriented manner and encourage innovation.
- ... maintain clear communication channels, internally and externally.
- ... strive to earn suitable revenue to allow us to make investments and secure jobs.
- ... use our resources prudently and avoid waste.
- ... have respect for the environment and do our best to protect it.
- ... are obligated to observe the applicable law(s), especially concerning the ban on corruption and bribery and the ban on child labor and to refrain from all forms of discrimination.
- ... stand up for fundamental human rights.
- ... are obligated to comply with national laws on health protection and occupational safety.



THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM IS CONTINUOUSLY EVALUATED IN THE FORM OF AUDITS BY EXTERNAL ACCREDITED CERTIFICATION BODIES AND THROUGH INTERNAL AUDITS.

# 1.3 Quality

Quality means for us that our customers are satisfied and that their expectations are fulfilled. To ensure this we have defined all of our processes - from the initial customer contact all the way to after sales service - in our quality management system. Our quality principles form the basis for our daily work. To ensure customer satisfaction they are continuously adapted to the needs and requirements of the customers. In doing so we meet stringent quality requirements and are certified to DIN EN ISO 9001.

#### **REGULAR AUDITS**

The effectiveness of our quality management system is evaluated regularly in external and internal audits.

We manage quality-related processes by means of an electronic document management system. The company management ensures that all employees have access to the current version of the relevant documents and informs employees of the content.

On the basis of our quality policy we derive quantifiable goals for all functions and levels of the company. The goal and evaluation of the implementation are included in the management assessment. The goals are defined based on the requirements placed upon our products and the related processes.

#### **DEFINED STANDARDS**

We use calibrated testing and measurement equipment to ensure consistent recording and monitoring of all quality-related processes in product implementation and in administrative areas based on defined processes. This not only allows us to document our performance, but also to continuously optimize our business processes. For implementation we use defined standards that allow a comparison of the measurements. Continuous recording of the results of measurements enables the traceable, documented and controllable monitoring of our performance and our processes.

Every employee is urged to show responsibility by pointing out errors. In the end, it is better to prevent errors than to correct them later and this is the basis of our actions.

This is practiced actively at the top management level and is required of all employees. The training of our employees serves the purpose of continuous development in order to meet the growing requirements.



### 1.4 Innovative solutions

"Develop new ideas!" was the maxim upon which our company was founded in 1993. The initial focus on production of components for the automotive industry led to increasingly complex tasks in new fields of activity.

Creative developments in automation technology have expanded and diversified our operations, resulting in efficient and individual end-to-end solutions. Today our ideas can be found in the production facilities of many industries at home and abroad – from the automotive sector to logistics, production and entertainment technology.

LEANTECHNIK sees itself as a reliable and innovative supplier of linear gear rack lift devices for automation technology. What motivates us is the requirement to offer our customers a product that features maximum precision, speed and reliability, while simultaneously ensuring full flexibility for the user.

The diverse possibilities for combination of our lifgo® and lean SL® product groups allow us to find a custom-tailored solution for every individual application.

### **SOLUTION-ORIENTED THINKING AND PRACTICE**

Even in the planning stage of our products we already take measures to create added value, which we pass on to our customers. The continuous analysis of market requirements and the dialog with the customer are the basis of our innovative spirit.

Our goal is to develop custom-tailored solutions that meet the requirements of our customers. Our engineering department ensures the creation of individual solutions. We constantly seek potentials for improvement through our research and development activities. We develop innovative and sustainable solutions in joint projects with our customers.

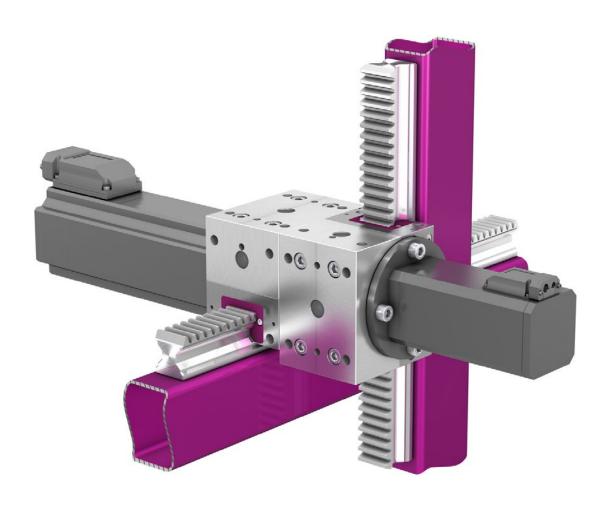


### SETTING NEW IMPULSES THROUGH COOPERATION

We develop new ideas in goal-oriented, cross-functional meetings, group activities and projects. Every employee is encouraged to express his ideas and suggestions for improvement. This is practiced actively by top management and by our executives.

We continuously survey our customers to get suggestions and ideas, which are then used in the process of product implementation.

As a supplier for the automotive industry we drive new and innovative solutions and have established ourselves as a highly-efficient partner. Our goal is to continue to convince customers with our innovative modular system consisting of numerous different product variants. In addition to our standard modular system we are also capable of responding to individual customer requirements.



### 1.5 Customer orientation

The satisfaction of our customers is the top goal or our work. We attain this goal by supplying flawless products and optimal service on the basis of fair prices.

The fulfillment of customer requirements is the starting point for our processes. We apply our management system, which is certified to DIN EN ISO 9001, to implement those requirements exactly. This allows us to guarantee that all customer requirements are defined within the processes.

We continuously survey our customers to determine their level of satisfaction. To satisfy every customer, we determine the specific requirements in dialog with the customer.

Regular training measures by the company management ensure that all employees are able to base their actions on customer orientation. Our defined process management system forms the basis for lean and efficient processes. This prevents every type of over-engineering and reduces costs.

Management encompasses the structuring, organization and controlling of core and support processes for implementation of customer requirements. We use the ISO 9001 process model as a basis for the orientation of our processes.



# THE CUSTOMER IS AT THE FOCUS OF OUR ACTIVITIES.

# 2. Responsibility

Management ensures compliance with and implementation of our corporate principles. To achieve this, individuals are assigned special organizational, management and personnel responsibilities. The specific responsibilities and authorizations of the executives are regulated and documented internally.

# WE CAREFULLY SELECT OUR PERSONNEL FOR THE PARTICULAR TASKS.



## 3. Resources

### 3.1 General

Efficient work methods are very important to us. Our resource management system ensures that all required financial, human and technical resources are properly planned and made available in accordance with requirements.

### 3.2 Human resources

We carefully select our personnel for the particular tasks. It is ensured that personnel have the required competences on the basis of suitable education, training, instruction and experience and that they master the requirements for the processes and products. Regular training measures ensure development and qualification for the requirements of the daily work and new challenges. Our executives determine the need for qualification and evaluate the effectiveness of the measures.

### 3.3 Infrastructure

We carefully determine, provide and maintain the conditions and equipment necessary for efficient and stable processes. Scheduled preventive care and maintenance of the equipment guarantee its suitability and availability.

In the work environment we determine the factors that are necessary to fulfill the requirements placed on the products. The conditions of the work environment are designed suitably and in accordance with the statutory regulations. We watch out for the safety of our employees and encourage them to contribute their own solutions.

The work environment affects the motivation, satisfaction and performance of our employees and therefore the performance of our company.



THE SUITABILITY AND EFFECTIVENESS OF ALL ELEMENTS OF THE MANAGEMENT SYSTEM ARE MONITORED REGULARLY.

# 4. Management assessment

Regular assessments by management ensure the effectiveness of all elements of the management system. The necessary actions are documented based on the results of audits, customer feedback, monitoring of process controlling and production conformity, in addition to preventive and corrective measures.



# 5. Product development

Defined processes allow us to align the future product portfolio to the requirements of the market and of our customers, as well as our quality goals. A process for product development and planning with defined areas of responsibility is set down in writing. Product development is a cross-functional process, in which the strengths of each individual functional area are included in the product development process. The project manager is responsible for effective project management and the efficient use of resources and ensures that all steps in the project are documented.



THE STRENGTHS OF EACH SINGLE FUNCTIONAL AREA ARE INCLUDED IN THE PRODUCT DEVELOPMENT PROCESS.

# 6. Processing of inquiries, tenders and orders

We use process descriptions to ensure that customer needs and requirements are clearly recognized and that orders are accepted only if they are feasible. Intensive consultation with our sales and engineering departments guarantees that customer requirements are fulfilled by means of a high-quality product. Our order processing department coordinates on-time delivery. In the event of deviations in the process our customer is notified on time and receives our suggestions for a solution.

INTENSIVE CONSULTATION ENSURES THAT THE CUSTOMER REQUIREMENTS FOR A HIGH-QUALITY PRODUCT ARE FULFILLED.



# 7. Procurement

Within the framework of our procurement strategy we conduct intensive assessment of our suppliers and sub-suppliers, to ensure that only reliable suppliers are included in our portfolio. In this process we promote the supplier / customer relationship and choose our suppliers fully in accordance with our quality standards. We choose suppliers also on the basis of cooperative behavior in order to create added value for our customer in the long term.

INTENSIVE SUPPLIER AND
SUB-SUPPLIER QUALIFICATION
MEASURES ARE A GUARANTEE
FOR HIGH PERFORMANCE.

# 8. Order processing and production controlling

Efficient order processing and production controlling allow us to ensure that orders from our customers are delivered on schedule. The production processes and the corresponding equipment are assessed regularly with respect to their performance characteristics. We monitor the processes systematically and improve them continuously. Defined quality inspections and their documentation enable us to guarantee the quality of our products.



# 9. Service

Our customers can take advantage of diverse services. Our team of specialists is available for our customers at all times. Short communication paths and fast response times are always our priority. We continuously work to improve our processes. We orient our services to satisfy the expectations of our customers with respect to timeliness and competence.

# SHORT COMMUNICATION PATHS AND FAST RESPONSE TIMES ARE OUR PRIORITY.



# 10. Social responsibility

We deem sustainability to be an essential part of our corporate philosophy. We are also aware of our responsibility to society. We are obligated to observe the applicable law(s), especially the ban on corruption and bribery, the ban on child labor and money laundering and to promote free competition.

We stand up for fundamental human rights, and in particular refrain from all forms of discrimination. We are obligated to comply with national laws on working hours and minimum wages, in addition to the laws on health protection and occupational safety. We comply with the statutory regulations and standards for environmental protection and energy efficiency. We also communicate this social responsibility to our business partners.



# LEANTECHNIK OUR PASSION



**LEANTECHNIK AG** Im Lipperfeld 7c 46047 Oberhausen Phone: +49 208 49525-0 Fax: +49 208 49525-18

info@leantechnik.com













