

## **BOSCH REXROTH CANADA CORP. QUALITY POLICY**

We aspire to earn and establish an enduring relationship of trust with customers, stakeholders and our community by providing best-in-class drive & control products, systems and services.

We will meet this vision by providing:

1. Technically superior drive & control solutions.
2. Meeting our commitments (to ourselves, to our customers, to our principals & to our community).
3. Overall excellence in customer care through highly competent and highly motivated associates.

The Quality Policy at Bosch Rexroth Canada Corp. is based on the following Bosch Quality Principles:

### **Customer Delight**

We delight our customers. Through reliability, we gain the trust of all who use our products and services. We keep our commitments and promises. The name Bosch is synonymous with outstanding quality. Our customers rely on that.

### **Cooperation**

We work together trustfully. We are dependable and we communicate openly and clearly. Every interaction with our colleagues, customers and other business partners is important for our success. All employees, suppliers and other partners decisively contribute to a trustworthy cooperation with their competence, knowledge and experience.

### **Consistency**

We consistently opt for quality. We achieve a high maturity of our products and services through consistent decisions and diligent implementation. We learn systematically from mistakes. We comply with the law and the code of product development in everything we do. We consistently apply our standards and preventative methods.

### **Responsibility**

We act responsibly. Our managers create the necessary conditions for outstanding quality. They promote cooperation and the development of all employees. Quality also means taking on responsibility. Everyone is responsible for the result of his or her work and the overall outcome.

### **Innovation**

We shape technological change. We are creative and agile in our work, pursuing innovative solutions with ultimate precision. For that, we continually develop our competence, skills and processes. By achieving outstanding quality, we are securing our future.

John Mataya



(Managing Director)

