

The quality policy at *micro resist technology GmbH*

micro resist technology GmbH operates autonomously and independently in national and international technology markets for microsystems and nanotechnology. As a company with a research and technology focus, it is aligned on the business excellence model. Corporate activities are based on the criteria below.

Customer-led organization

The actions of every department are based on customer satisfaction.

Goal-focused management

For the board, quality means managing finances, improving performance, satisfying customers and designing the future in collaboration with all staff in an atmosphere of mutual trust.

Inclusion of staff

Staff are actively included in business processes. Their ideas, tips and suggestions are the impetus for concrete development processes. Employee satisfaction is regularly recorded and evaluated.

Process orientation

All business processes are designed to be customer and results-led, taking account of product quality and reproducibility. Those responsible for processes and the product managers ensure that the planned results are achieved.

System-focused management

Individual processes and their interactions are deliberately and effectively coordinated to achieve corporate objectives.

Continuous improvement

Improvement processes are designed to be continuous and transparent. The board supports the implementation of improvement projects through personal commitment and the appropriate prioritization.

Decisions on the basis of key results

Continuous work with key data in all departments ensures well-founded management and decision processes based on analyses and comparison of trends.

Good supplier relationships

Strategic partnerships with suppliers secure reproducible product quality.

This high quality standard is realized by means of

- a high level of sensitivity to customer expectations and market requirements
- consistent creation of strategic partnerships (networks)
- a balanced and productive relationship between research & development, production and service
- intensive and structured internal and external communication and interdisciplinary teamwork and
- independent pursuit of quality objectives in all departments

Precise definition of the quality objectives for products and services is key to the success of the company, which is why concrete quality objectives are agreed and realized in a public process each year. The company depends on its customers and their expectations, so the customer will always be the focus of the company's business activities. Our customers' requirements are a yardstick for the principles governing our own actions in the context of our management system.

Berlin, 1st October 2003

Gabi Grützner
Managing Director