

Quality police of *micro resist technology* GmbH

micro resist technology GmbH acts as a sovereign and independent player in national and international technology markets such as MEMS, microelectronics, micro- and nanophotonics as well as micro and nanotechnology. As a research and technology-oriented company, we are aligned with the Business Excellence Model. The demands of our quality policy are based on the following criteria:

Customer focus

Improving customer satisfaction is understood as the basis for action of all business units.

Goal-oriented leadership

For the management board quality means mastering finance, improving performance, achieving sustainable customer excitement and shaping the future, along with all employees in an atmosphere of mutual trust.

Involvement of employees

The management is very concerned about the satisfaction of their employees. Therefore, the employees participate in shaping the business. Their ideas and suggestions are understood as corporate responsibility and serve as an impulse for concrete development processes.

Good supplier relations

Strategic partnerships with suppliers ensure reproducible product quality.

Process orientation

All business processes are result-oriented and designed to meet customer needs, taking into account product quality and reproducibility. Process managers and product managers ensure the fulfillment of the planned results.

Management by system

Individual processes and their interactions are intentionally and effectively coordinated to achieve the company's goals.

Decisions on the basis of key results

The continuous work with key figures in all business areas ensures sound management and a decision-making process based on analyzes and trend comparisons.

Continuous improvement

micro resist technology GmbH is committed to the continuous improvement of its quality management system. The management board supports the implementation of the improvement projects through personal commitment and corresponding prioritization.

The resulting high quality standards are realized by

- high sensitivity for customer expectations and market requirements,
- a balanced and productive relationship between innovation, production and service,
- consistent creation of strategic partnerships (networks) and
- intensive and structured internal and external communication as well as interdisciplinary teamwork.

The precise and autonomous definition of quality objectives for our products and services is an essential aspect of the company's success. Therefore, concrete quality targets are determined and implemented every year in a transparent process.

The company depends on its customers and their expectations. Thus, our customer's demands define the center of the company's business activities and serve as a benchmark for our own principles of action within the framework of our management system.

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Gabi Grützner, Chief Executive Officer and Founder
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