

## Quality policy of *micro resist technology* GmbH

*micro resist technology* GmbH acts as a sovereign and independent player in national and international technology markets such as microelectronics, micro- and nanophotonics, microsystems technology, micro-optics, micro-fluidics and micro-sensors. 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 – external and internal**

Customer orientation means aligning business decisions with customers and their needs. It is a very important part of our quality management and a key driver of innovations.

Customer orientation includes the continuous recording of customer satisfaction, the alignment of product development to customer needs, the development of service innovations to differentiate ourselves from the competition and the continuous improvement of products, services and processes.

The internal customer orientation helps in the company with the process optimization for a constantly repeating reproduction in the manufacturing processes by optimized interfaces between departments and areas.

Improving customer satisfaction is understood as the basis for action in all business areas and has the goal of achieving a high level of customer loyalty.

### **Compliance – sustainable business relationships**

Fairness, appreciation and mutual respect are important pillars of our business activities as well as our understanding of human interaction. It is fundamental to us that fraud, corruption and unfair behavior are not accepted. Our company is committed to ethical principles and applicable legal standards.

We maintain a sustainable and trusting relationship with our customers and business partners. We bring a high level of expertise to our customer relationships and maintain solution-oriented dialogue.

### **Goal-oriented leadership**

Goal-oriented leadership means for the management

- Mastering finances, improving performance and achieving enduring customer enthusiasm in order to generate growth and
- Shaping the future together with all employees in an authentic and trusting atmosphere.

With a clear future-oriented strategy, the company can grow and realize its vision and mission. We understand clarity as an essential element of corporate governance. Because clarity is the prerequisite for precise positioning and strategy, enables structures and the implementation of standards.

### **Involvement of all employees**

Healthy and satisfied employees are the basic requirement for performance-oriented value-added processes. Employees are actively involved in designing company processes. Their ideas and suggestions for improving products, processes, working and production conditions serve as an impetus for concrete development processes. We encourage our employees to think and act entrepreneurially. Management positions are developed over a long term. Women in management positions represent a high corporate value. The company management aims, among other things, for long-term employment relationships, the active integration of young and older employees and the reconciliation of work and family life.

### **Good supplier relationships**

Strategic, long-term and trusting partnerships with suppliers ensure on-time deliveries of raw materials and enable delivery-time-oriented, reproducible manufacturing processes for customer-oriented product quality.

### **Process orientation**

All business processes are designed in a customer and result-oriented manner, taking product quality and reproducibility into account. Process owners, process managers and department heads ensure that the planned results are fulfilled.

### **System-oriented Management**

Individual processes and their interactions are consciously and effectively coordinated in order to achieve corporate goals, plan processes efficiently and better implement corporate risk management.

### **Decisions based on key results**

Continuous work with key figures in all business areas ensures well-founded management and decision-making processes based on analyzes and trend comparisons.

### **Continuous improvement**

*micro resist technology* GmbH is committed to continuously improving the effectiveness of its quality management system by adapting to constantly changing customer requirements in order to remain competitive. The management supports the implementation of the improvement projects by constantly checking the customer requirements for products, services and customer support, personal commitment and setting appropriate priorities.

The resulting high quality standards are realized by

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

The clear and independent definition of quality objectives for the products and services is the decisive basis for improvement successes in the company. Therefore, concrete quality targets are agreed and implemented every year in a transparent process.

The company depends on its customers and their expectations. The customers are always the focus of the company's business activities. Their requirements serve as a benchmark for our own principles of action within the framework of our quality management system.

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Gabi Grützner  
Chief Executive Officer and Founder

Dr. Arne Schleunitz  
Chief Technology Officer