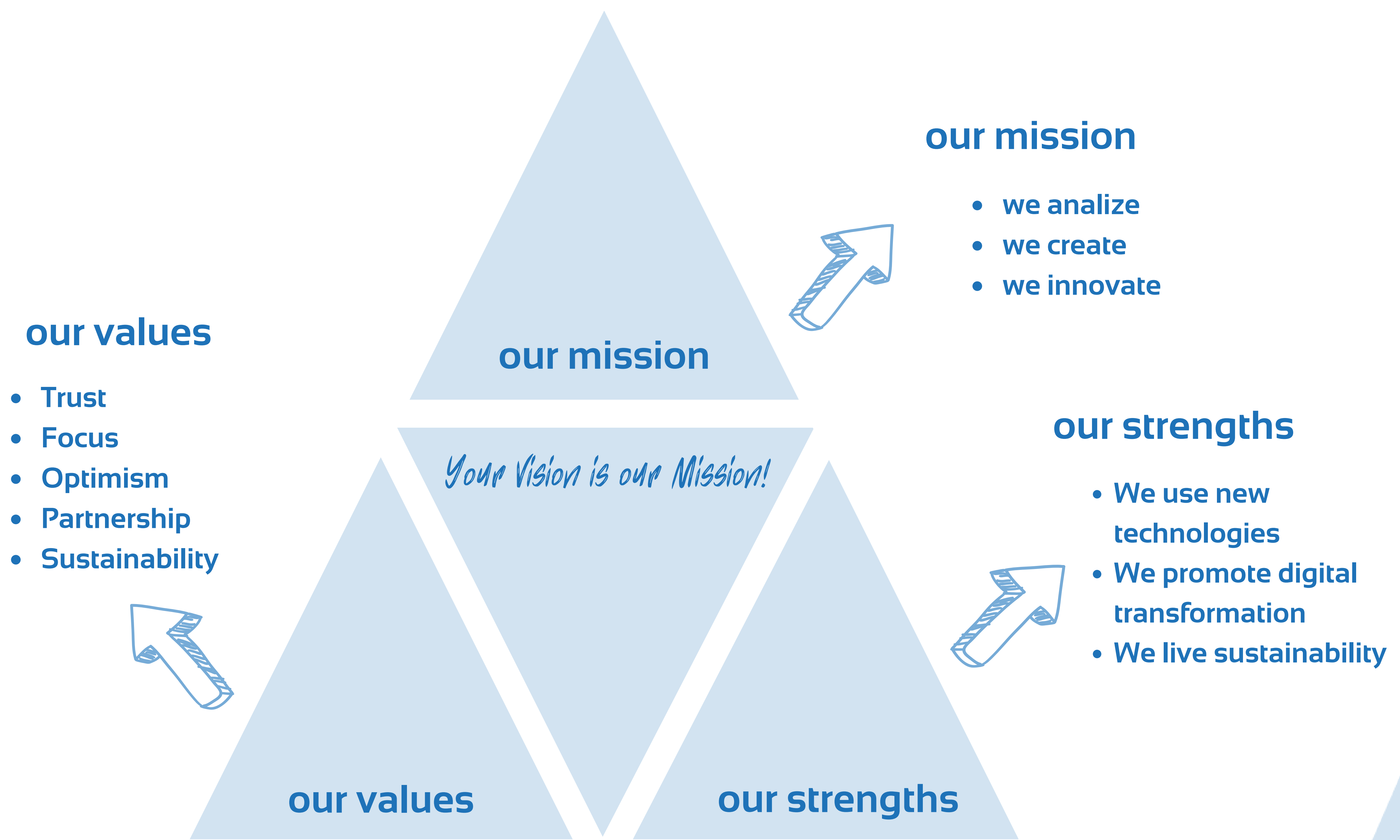


# Your Vision is our Mission!



individual.  
customized.  
focused.

Good ideas, innovations and individual requirements need support, so that out of these, successful products and processes emerge. As specialists, working with and for our customers, we make bespoke and high-quality complete solutions a reality.



# Corporate Policy of LABOMATIC Instruments

labomatic



The primary objective of our corporate policy is to supply our customers with products and services that meet or exceed their requirements, expectations and wishes. They represent the ultimate benchmark for our product and service quality.

To this end, we rely on our decades of experience in the field of liquid chromatography as well as liquid handling systems with their extensive range of tubing, fittings and customised assemblies for medical diagnostic equipment.

In order to achieve our goals, we have introduced a quality management system in accordance with DIN EN ISO 9001:2015 throughout our company, with which we take into account our described principles, including relevant external and internal stakeholders, as well as topics in accordance with economic and social objectives.

## Objectives:

- Our products are characterised by the highest level of innovation, precision and quality
- Being one step ahead of the requirements in the world market
- Promoting employee and customer satisfaction
- Our employees and customers are at the centre of all our considerations and actions
- Always finding solutions together with our employees and customers
- Best quality for our customers
- Sustainable and responsible use of resources
- Sustainability and longevity of our equipment and products
- Compliance with all legal requirements
- Continuous improvement through the QMS
- Planning for business continuity in times of crisis, such as pandemics/coronavirus, through risk and emergency management
- Special protection of employees and external persons in times of a pandemic

## Quality management

The sustainable implementation of Labomatic's quality management system requires a structured process approach so that the diverse requirements of our customers as well as the technologies used can be managed efficiently. By integrating our employees into the company, it is possible to reliably embody the quality agreements made, both internally and externally. This obliges our employees to approach their tasks thoughtfully and carefully:

- Setting measurable goals and determining what has been achieved
- Continuous questioning and optimisation of processes and products, including occupational safety and environmental protection
- Review, evaluate and improve the effectiveness of our QM system through regular audits
- Fulfilment of the applicable standard requirements
- Support management in the implementation of continuous improvements

## Our customers

The satisfaction and enthusiasm of our customers is the basic requirement of our quality policy, which must be fulfilled by every entity. We want to serve our customers reliably and competently at all times, thus maintaining their trust. We want to recognize, analyse and clarify the wishes and needs of our customers and help them solve their problems. The economic success – and thus the future security of our company – depends on their satisfaction.



## Our services

Requirements for products and services are clearly defined and fulfilled without any deviation. We aim to define the availability and delivery readiness of our products in accordance with our customers' requirements. The traceability of our products is taken into account in the design of our processes.



## Our employees

Our employees are an important success factor. Together, we shape and promote a culture of personal responsibility and entrepreneurial thinking and action. We promote and strengthen the quality awareness of our employees through suitable qualification measures. Our quality principles should be understood, supported, embodied and further developed by all employees. Through our improvement process, all employees are encouraged to contribute their ideas at all levels to achieve continuous improvement.



## Our suppliers

From our suppliers, we expect high-performance standards and continuous fulfilment of agreed quality and requirements, on-time deliveries, technical innovation for new developments and improvements to products, as well as efficiency in production and partnership support in technical and administrative matters.

