



## Quality policy of IST AG

### **Customer**

Our customers' success is our success. Therefore, it's essential to us to fundamentally understand our customers' business, and the challenges they face.

Our processes at IST AG are designed around our customer. Their requirements are systematically collected and incorporated into our processes. We achieve customer satisfaction through high product and service quality. IST AG works in close partnerships with customers who provide us with continual feedback that we engage to continually refine our daily quality processes. That way we contribute to the success of our customers.

### **Individual Responsibility**

Our employees are responsible for their field of activity. They complete their tasks in a motivated and committed manner and actively contribute to bringing the quality management system to life.

### **Failure Management**

We view mistakes as an opportunity to learn and improve.

We communicate mistakes openly and cooperatively in order to be able to derive systematic improvements.

This starts with the error detection, the error message and ends with a sustainable problem solving.

### **Process Transparency**

It's important that our procedures and processes are transparent and understandable for every employee.

Good teamwork contributes significantly to the success of the process and helps us respond dynamically to changes.

### **Sustainability of Improvement and lived QM**

We see our quality management system as an essential framework for establishing standards, communicating them and consistently integrating them into daily work.

We strive to identify areas of improvement and implement enhancements effectively and sustainably.