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AICHELIN VACUUM FURNACES QUALITY POLICY

Our company is committed to providing reliable, sustainable, and customer-focused solutions in the design, sales, project management, commissioning, and after-sales technical services of industrial vacuum heat treatment furnaces.

To achieve this commitment, we undertake to:

- Understand customer needs and expectations accurately and deliver high-quality, reliable products and services on time.
- Maintain the highest level of customer satisfaction by effectively evaluating customer feedback and continuously improving our processes.
- Continuously improve the effectiveness of our Quality Management System to enhance process performance, operational efficiency, and organizational effectiveness.
- Sustain and strengthen our corporate culture by continuously improving the knowledge, experience, and competencies of our employees.
- Encourage innovation, creativity, and engineering excellence while closely following technological developments to deliver value-added solutions.
- Effectively manage our suppliers and externally provided processes to ensure consistent product and service quality.
- Identify, evaluate, and manage risks and opportunities systematically to support the sustainability and continual success of our organization.
- Comply with all applicable statutory, regulatory, customer, and other relevant requirements.
- Foster teamwork, employee involvement, and a collaborative working environment in pursuit of our common objectives.
- Establish, monitor, and periodically review our quality objectives to promote continual improvement throughout the organization.

- Assessing the impact of climate change on our operations and quality management system, and to taking into account the expectations of relevant interested parties in this regard.

In line with these principles, we are committed to implementing and continually improving the effectiveness of our Quality Management System in accordance with the requirements of ISO 9001, with the aim of being a reliable, innovative, and preferred solution partner in the industrial vacuum heat treatment furnace industry.