



# Our Commitment to Quality. Heidelberg Group.

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## **Our customers expect top quality. So do we.**

The goal of our efforts is to meet our customers' expectations. We must continue to be the preferred partner of our customers and set the standards for top performance.

### **What our customers want:**

To use our products and services to increase their performance and productivity.

### **So we will:**

- Rapidly carry out all necessary developments
- Supply cutting-edge, integrated, secure and environmentally-sound solutions designed to provide maximum benefits
- Plan the quality of products with special characteristics, implement the plan, and manage compliance
- Meet all promised deadlines
- Provide competent advice and consulting in all situations
- Make sure the delivered solutions run reliably at all times
- Continuously improve the effectiveness of our quality management system

### **Our most important task is:**

To continue systematically improving ourselves, our suppliers, our business processes and especially our cooperation at all levels.

For our customers and ourselves, a decision for Heidelberg is always a Decision for Quality.

### **We gladly take this responsibility.**

Heidelberger Druckmaschinen AG  
24/04/2017

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