

Policies of the Pepperl+Fuchs Group

Quality



Your automation, our passion.



Quality Policy of the Pepperl+Fuchs Group

Pepperl+Fuchs is known by customers around the world as a pioneer and innovator in electrical explosion protection and sensor technology. Our main focus is always on the individual requirements of our customers: with a passion for automation and groundbreaking technology, we are committed to working in partnership with our customers now and in the future. We understand the requirements of your markets, we develop specific solutions, we integrate our technology with your processes, and we support you on the path to digitalization. In doing so, we stand by the sustainable, nonnegotiable quality of our products and services.

The Highest Quality Standards

At Pepperl+Fuchs, we aim to fulfill the most sophisticated demands with the quality standard of our processes, products, and services. To provide our customers with state-of-the-art technologies and high-quality products that they can rely on at all times, we continuously develop and improve our processes. Our production sites worldwide are certified by independent institutions in accordance with ISO 14001, ISO 80079-34, or ISO 9001, and they deliver the highest level of production quality. The work completed by the Pepperl+Fuchs team all over the world always follows these guiding principles, which form the cornerstone of our global quality policy:

The Best Customer Care for Maximum Customer Satisfaction

To fulfill the expectations and requirements of our customers, all customer needs are recorded via an in-depth consultation process before being distributed as a complete chain of information to all stakeholders in the organization. This approach is a fundamental requirement for developing a long, cooperative, and profitable collaboration with all of our customers. Our objective is to ensure that products and solutions from Pepperl+Fuchs are always the first choice for our customers.

An Innovative Force for the Future

Pepperl+Fuchs is a technology leader in its field of products and services. With our innovations and new ideas, we continue to look ahead and shape the future of automation. Our organizational structure allows us to remain flexible and adaptable so we can keep pace with the changing economy and the whirlwind of markets and customer requirements. We are unlocking new markets with product and process innovations for tomorrow's world.

Complete Commitment to Our Employees

Well-trained, engaged employees are the key to our success. They represent the foundation of our company. The skill, passion, dedication, and personal well-being of our employees is a decisive factor in achieving our objectives.

The Highest Quality Level and the Ability to Fulfill Our Value Proposition

Pepperl+Fuchs strives to offer industry-leading quality. This is not negotiable. At Pepperl+Fuchs, we believe that in addition to excellent products, quality is about delivering on our promises regarding functionality, costs, and deadlines, as well as offering a comprehensive service to our customers in the form of value-added and after-sales services. Our ability to fulfill the quality requirements and the individual needs of our customers is the performance benchmark by which we measure our work.

Personal Responsibility for All Employees

We encourage all employees to check their own work so that they take full responsibility for what they deliver. Nobody should rely on their work being checked and subsequently corrected by someone else.

Responsibility for Our Actions

We expect all of our employees to do everything in their power to help us achieve the company's objectives. The manner in which our employees approach their everyday workload is characterized by a high degree of reliability, flexibility, creativity, and willingness to learn. Our responsibility as a company goes beyond our daily business activities.

Preventing Errors instead of Checking and Correcting

Error prevention, rather than detection and elimination, is the priority for all processes and procedures at Pepperl+Fuchs. Even though all products are tested in full, we promise that all processes are subject to zero-error rules without exception.

Zero-Error Philosophy for Perfect Quality

We see problems and any errors that we detect as opportunities for innovation and improvement. Every employee has a duty and a right to point out any errors that they detect, to contribute to the elimination of these errors, and thus help us to deliver perfect quality.

Continuous Improvement for Future-Oriented Solutions

We believe that it is our duty and challenge to question existing technologies and to develop new, forward-looking solutions through continuous improvement. This process includes ongoing product innovations as well as consistent increases in productivity. Our objective is to continuously enhance the quality and competitiveness of the products that we offer.

Minimizing Risk to Help Us Fulfill Our Objectives

Our risk management system covers all areas of our business to minimize failures that threaten our delivery reliability and that could have a negative impact on our customers. We map out our quality objectives via a KPI system that provides clarity for employees at all levels about our expectations and the company's current quality status.

Suppliers and Competitors as Partners

Pepperl+Fuchs works in partnership with suppliers and service providers throughout our value-added and improvement processes. We value long-term relationships that are characterized by mutual respect. However, we expect these partners to show the same level of diligence as we are aiming to achieve. We also strive to deal with our competitors in an open and fair manner.

Protection of the Environment

Continuously improving our environmentally friendly designs and production technologies is one of our environmental objectives.

Strategic Targets Quality Management

Our vision: the quality level that Pepperl+Fuchs strives to achieve is in line with the best in class and is not negotiable.



Our global “quality” strategy map provides orientation for the day-to-day work of all employees.

Dr. Gunther Kegel
Chairman of the Board

Werner Guthier
Deputy Chairman of the Board

Mehmet Hatiboglu
Board Member

Your automation, our passion.

- Industrial Sensors
- Industrial Communication and Interfaces
- Enterprise Mobility
- Hazardous Area Products and Solutions

www.pepperl-fuchs.com

Subject to modifications • © Pepperl+Fuchs
Printed in Germany • 03/24 • public



Pepperl+Fuchs Quality

Download our latest policy here:

www.pepperl-fuchs.com/quality