



# YAZAKI EMEA QUALITY POLICY

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## YAZAKI EMEA QUALITY POLICY

Quality is a Yazaki core value. Our goal is to be known as a Supplier of Choice that consistently delivers superior products and services that meet all applicable requirements. To achieve this, we hold each other to the highest quality standards in everything we do, and we commit to:

### CUSTOMER FOCUS:

- > Provide superior value to our customers through world class performance that meets or exceeds expectations and requirements
- > Continuously monitor the Voice of the Customer to understand their needs and expectations and promptly implement required improvements
- > Ensure that Safety and security is and will remain the most distinguishing core value as an integral part of all products, processes and services

### EMPLOYEE MOTIVATION AND SATISFACTION:

- > Enable world class performance by developing employees' talents and competences
- > Promote open communication and dialog
- > Foster an ethical and collaborative corporate culture that ensures mutual respect and trust

### PROCESS APPROACH AND CONTINUAL IMPROVEMENT:

- > Be Gemba focused based on the actual products in the actual situation in the actual place
- > Take a process approach that incorporates risk-based thinking
- > Eliminate Muda by endorsing NYS
- > Apply PDCA philosophy and other tools to continually improve processes
- > Endorse knowledge sharing and deployment of best practices
- > Constantly strive for product innovation
- > Ensure that respecting the latest industry functional safety and cyber security policies and practices is always a high priority

### QUALITY EXCELLENCE:

- > Be obsessed in the pursuit of quality excellence in all processes, projects, and programs
- > Encourage suppliers and other partners to adopt the principles of this policy



**HANS LEMMENS**  
Y-EMEA CEO