

Quality for customers

Policy of high quality and reliability

The Daetwyler Group stands for more than its products alone. In all parts of our business, we focus on continuously improving the underlying processes, passing on the ever-growing pool of expertise to our customers. High quality standards and reliability are key factors that customers value in their working relationship with Daetwyler.

Standardised processes assure quality

Daetwyler Group companies invest continuously in even better materials and process engineering, production facilities and testing methods. Each product is measured against stringent quality standards several times before it reaches the customer. Business processes are based on internationally recognised quality management systems and a high commit-

ment to innovation, which is also reflected in collaboration with universities, international standards bodies and independent testing laboratories. Throughout development, certification and production, we also devote special attention to an analysis of the impact of all our products on users' health and safety. For this, we apply standardised processes and accepted industry standards, such as safety data sheets, when purchasing new substances and materials or, to cite a specific example from the Cables Division, the fire safety standards applicable to safety cables across Europe. During the reporting year 2009, the Daetwyler Group again recorded no incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services on users.

Overview of certifications obtained

	Cables	Rubber	Pharmaceutical Packaging	Technical Components
Quality				
ISO 9001	All facilities	All facilities	All facilities	All facilities
ISO/TS 16949		Schattdorf/Switzerland Novy Bydzov/Czech Republic Malyn/Ukraine Silao/Mexico		
ISO 15378			Alken/Belgium	
Environment				
ISO 14001	Altdorf/Switzerland Suzhou/China	Schattdorf/Switzerland	Alken/Belgium Karlsbad/Germany Pregnana/Italy	Duebendorf/Switzerland Bremen/Germany Goepingen/Germany Jaerfaella/Sweden Vaulx-en-Velin/France
Occupational health and safety				
OHSAS 18001	Altdorf/Switzerland		Alken/Belgium	



Demanding test procedures ensure the outstanding quality of Daetwyler products.

Regulatory information requirements as minimum standards

Almost all of the Daetwyler Group's products are subject to information requirements in the countries where they are used. Particularly relevant are the chemicals legislation in Switzerland and the EU as well as the EU REACH and RoHS regulations concerning the material composition of products. While requiring transparency about material composition, the laws and standards also ban the use of certain substances. REACH (EU Regulation No. 1907/2006) governs the registration, evaluation and authorisation of chemicals in the European Union and impacts all of Daetwyler's divisions. RoHS (EC Directive 2002/95/EC) bans the use of certain substances in the manufacture and processing of electrical and electronic equipment and components. Within Daetwyler, RoHS affects the Cables and Technical Components Divisions. By using standardised processes in the selection of raw materials and with safety data sheets for all products, the manufacturing companies in the Daetwyler Group (Cables, Rubber and Pharmaceutical Packaging) meet the relevant regulatory requirements and standards for material composition and transparency in the countries in which they operate. Daetwyler's specialist and catalogue distribution businesses (Technical Components Division) take the responsibility for ensuring that imported products comply with national legislation and standards. They assume this responsibility by providing specifications and safety data sheets to suppliers and by monitoring the products.

Focus on delivering customer value

Through decentralised management, Daetwyler fosters an entrepreneurial culture with short response times and decision-making authority close to the market. This makes Daetwyler companies attractive development partners who contribute to their customers' success in the marketplace by providing leading materials and engineering expertise. Besides the products themselves, the complete solutions offered by Daetwyler also encompass consulting, logistics and training services. A particularly well-developed programme of training and seminars has been established in the Cables and Technical Components Divisions. In the Cables Division, for example, over 1 500 people in

Switzerland, Germany and Austria alone enhanced their specialist skills by attending courses in 2009. The companies in the Technical Components Division passed on their knowledge to 1 844 customer representatives at no less than 166 courses during the year, and in so doing strengthened customer loyalty. The Rubber Division has been commended for its customer responsiveness with a number of Supplier of the Year Awards from renowned companies like Bosch and Continental Teves. To facilitate relations with customers, the Daetwyler Group has established clearly positioned and well-managed company brands as the foundation for a consistent corporate identity in the marketplace. The framework for this is provided by centrally coordinated worldwide trademark protection and a clear, web-based Corporate Design Manual.

Systematic customer surveys

In 2008, the Daetwyler Group launched a standardised customer survey throughout the Group. This web-based survey is being conducted twice a year with the help of an external specialist. The response rate is between 10% and 30% depending on the division. The survey is designed around the concept of benchmarking. Customers selected at random are requested to name one of our competitors and to rate the particular Daetwyler company against this benchmark. Daetwyler also asks how significant the individual performance indicators are for the customer and allows individual qualitative comments. Most of the Daetwyler Group companies score about the same as the external benchmarks. The survey results provide valuable inputs for developing and implementing improvements in all the divisions. Such improvements are part of the systematic management process, helping us to continuously enhance our performance for customers of the Daetwyler Group.