

Quality is determined by our ability to deliver product and services thoroughly meeting customer expectations of cost, performance and schedule.

The main objective for HENSOLDT is to be a highly competitive, innovative, world-class company through technical and commercial excellence, a highly motivated team and quality partnerships with stakeholders (e.g. customers, authorities, suppliers, society and shareholders alike). Satisfied customers and authorities are a key element for the achievement of this strategic goal.

Our customers do not expect just products, but rather solutions adapted to their specific needs.

To fulfil these expectations, we establish a culture of entrepreneurship with excellence, ownership, innovation and collaboration as basic principles that are consequently also valid throughout the entire supply chain:

- We listen to the voice of the customer and monitor customer satisfaction and perception and implement related actions.
- We monitor HENSOLDT UK interested parties and their requirements.
- We are fully committed to continuous innovation and implement this approach in our products, services, and processes to ensure the best solution is provided to our customers, whilst reducing our footprint on the planet.
- We establish effective process management to continually reduce non-value added activities.
- We promote preventive mind-set based on an enterprise risk management framework and risk based thinking to increase process performance.
- We aim to deliver product solutions and services, on quality and on time with a cost effective life cycle price.
- We continually reflect and improve our methods of operation and apply them in a systematic and well-managed way to ensure consistent quality of our products and processes.
- We increase the capability of our employees through training and development.
- We take responsibility for our employees, customers, visitors and contractors for their health and safety while continually investing in a sustainable environment.
- We establish highest ethical and compliance standards throughout the entire value chain.
- We are continually improving and developing to achieve an integrated management system based on experience and learning, meeting the recognised principles of relevant standards.
- We are committed to meet highest standards regarding Environmental, Social & Governance (ESG).
- We ensure data privacy for internal and external parties, respectively all stakeholders.

HENSOLDT UK quality policy is communicated to all employees. All employees are responsible to act in compliance with the principles defined in our Quality Management System Manual document QAM-001.

Group MD & Head of HENSOLDT UK: 'The business is committed to delivering Quality across every business function, and does so with my full leadership and support. Quality is an inherent part of HUK's culture and is essential in order to successfully deliver our strategy and vision.'

Peter Dillon

Group Managing Director (MD) & Head of HENSOLDT UK