



# Quality Policy

The company "FROLYT Kondensatoren und Bauelemente GmbH" was founded in its present form in 1992 and consists of the 3 business areas

- Development and production of aluminium electrolytic capacitors
- Special machine construction
- Power supply systems for fixed and mobile networks.

As a company located in Germany, we stand not only for flexible and efficient development but also for a high level of customer service. Our innovative solutions are based on a broad foundation of engineering knowledge and a wealth of practical experience in development, production and service provision. Already during the development of products and services, we take into account the latest technological findings as well as the fact that materials, auxiliary materials and processes do not pose any hazards or environmental pollution and that limit values are observed. Production processes/services must have a high degree of environmental compatibility and sustainability. The quality management of Frolyt GmbH is regularly certified according to the ISO 9001 standard.

Within the scope of our entrepreneurial duty of care and for the continuous improvement of the overall performance of the company "FROLYT Kondensatoren und Bauelemente GmbH" we as the management define our long-term quality policy with the application of the following principles:

## **Customer orientation**

Our customers are our partners. They decide on the success and continued existence of our company. We maintain close customer relationships in order to understand our customers' current requirements and future expectations and to ensure that their expectations are not only met, but exceeded if possible.

## **Management**

Managers at all levels should align the company with the requirements of the market. To do this, they must create and maintain an internal environment in which employees are fully committed to achieving the company's goals.

## **Involvement of people**

The motivation of employees at all levels determines the essence of a company. To this end, employees must be recognised, empowered and promoted so that they use their skills for the benefit of the organisation.

## **Process oriented approach**

Activities and resources are managed and directed as a process to increase their effectiveness and efficiency.

## **Improvement**

We see it as our task to question the existing and to develop forward-looking solutions through continuous improvement. Our goal is to constantly increase the quality and competitiveness of the products and services we offer.

## **Fact-based decision making**

On the basis of precise analyses of data and information, correlations of causes, effects and possible consequences can be identified and effective decisions can be made.

## **Relationship Management**

Our company and its interested parties (e.g. suppliers) are interdependent. A trusting and open relationship (e.g. communication) is very important and forms the basis for sustainable success.

We declare the company's quality policy to be the primary management task and commit ourselves to comply with all applicable customer requirements, legal/official requirements and to continuously improve the QM system.

Susann Müller  
General Manager