

# Customer Satisfaction Is Our Commitment

- Reliable, well-monitored processes from the first customer contact through to delivery form the foundation of our success.
- Qualified employees who act independently and responsibly are the key to successful implementation.
- Continuous improvement of customer satisfaction ensures the long-term success of our company.

Our corporate policy serves as our quality policy in line with **DIN EN ISO 9001**.

We are an **innovative, globally active group** specializing in the development and manufacturing of semiconductor lasers and laser systems.

Our company is built on **strong innovation, a deep commitment to quality**, the continuous qualification and development of our employees, and a global business perspective.

Our understanding of quality extends to the design and manufacture of our products, the execution of technology processes, and the way we manage our relationships with customers and suppliers.

The **competence** and **personal responsibility** of our **employees** form the foundation of all our business activities. For this reason, leadership at every level is

committed to supporting and empowering employees to think proactively, act independently, and make responsible decisions.

We are **fully committed** to complying with **all applicable legal and regulatory requirements**.

Our **overarching corporate goals** — from which specific, measurable objectives are derived annually in all areas and departments — are:

- Sustaining and strengthening our performance and innovation capabilities through **continuous improvement** of products, processes, and **quality**;
- Achieving sustainable growth in sales and maintaining an appropriate level of profitability.

We are convinced that our corporate policy provides a strong foundation for our management system, serves **the best interests of our customers**, and **secures the long-term success of our company**


Würzburg, September 30, 2025



Prof. Dr. Alfred Forchel  
Executive Director



Dr. Johannes Koeth  
Executive Director

<b>Corporate Policy Statement</b>		
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