

Quality Policy

Connecting Values - the claim of our company is name and aspiration at the same time.

As a global market leader, we strive to be a solution provider for the connecting tasks of our customers and therefore guides our vision of quality: "The Masterflex Group stands for the highest standards of quality".

Operational excellence, as one of the four strategic directions of the Masterflex Group, demands the highest quality standards from ourselves and all partners involved in the value-added process of our products.

Our understanding of quality follows seven clear principles:

1. Quality is oriented towards customer requirements
2. Quality means understanding and realizing customer expectations
3. Quality begins at management level
4. Quality concerns all employees
5. Quality must be integrated into products and processes right from the start
6. Quality requires measurability and transparency
7. Quality requires continuous improvement

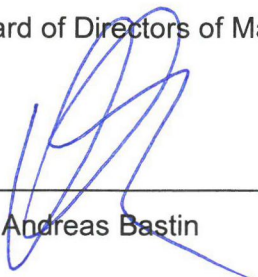
Through our brands and international locations, we pursue a consulting-oriented special market strategy for our customers from a wide variety of industries (e.g. aviation, automotive, mechanical engineering, food, medical technology). In this way we differentiate ourselves from other hose and component manufacturers and support our customers in manufacturing quality products as well.

This common understanding of quality forms the basis for the specific quality objectives of our operating units, which are documented and regularly monitored in the local quality management systems, considering normative framework conditions (e.g. ISO 9001, ISO 13485, IATF 16949, EN 9100).

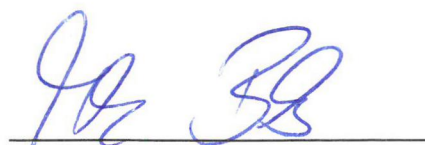
In this sense, we see our quality promise as an integral part of the entire value chain of our customers.

Gelsenkirchen, 10th November 2022

Board of Directors of Masterflex Group



Dr. Andreas Bastin



Mark Becks