



# Quality

## Our quality policy

Rohde&Schwarz is and has always been committed to the very highest quality standards. This holds true for products and services as well as for all entrepreneurial activities in company units and functions.

Practicability, reliability and optimum customer benefit are common features of Rohde&Schwarz products. Binding and accurate data sheet specifications, performance descriptions and advertising win customers' trust. This trust is reinforced by the absolute security and privacy of data maintained in all communications between customers, suppliers, service providers and Rohde&Schwarz in-house organizational units.

Our quality management system provides us with the right tools to fulfill our commitment to quality. These tools include quality assurance systems, reliability monitoring, and a continuous improvement philosophy. Top priority is given to continually improving quality. It is a way of life at Rohde&Schwarz, and is firmly embedded in our corporate philosophy. Internal audits are carried out and management reviews are issued at regular intervals to verify the effectiveness and suitability of our quality system and the improvements made.

We maintain close contact with our key customers and participate in rigorous customer quality management programs. Customer-derived and internal statistics help us analyze the performance of our products and service.

Benchmarking against competitors further ensures that our company standards remain high and competitive. We actively seek customers' involvement in quality agreements such as ship-to-stock, EDI and PPM operations, reduction of throughput time, application support, and problem resolution.

Our understanding of quality is communicated and regarded as a binding foundation throughout all the company's branches, subsidiaries and subcontractors worldwide. Global company standards for production, service, human resources, information technology and security as well as safety help to harmonize processes and principles so that Rohde&Schwarz maintains its status as a respected and proven quality company in the eyes of our customers around the globe.

## Product quality

Rohde&Schwarz strives to lead the industry in product quality and value, and consistently and conscientiously produces products that meet contract specifications and customer requirements. Components and purchased products are subject to the same quality requirements as our own products.

Our understanding of product quality is total. Each product must measure up to our high standards concerning features, performance, design and ease of use, correctness of specifications, reliability, serviceability, environmental compatibility, longevity and sustainability, power



consumption, operational safety, software integrity, conformity to industry standards, and low total cost of ownership.

This understanding of quality is reflected in all product-relevant processes and guidelines in planning, development, purchasing, production, service and improvement management.

### Customer-oriented quality approach

Lasting customer satisfaction is our primary quality objective. We are committed to meet or exceed customer expectations with respect to quality, service, delivery and cost. Every day, in everything we do, we aim to satisfy and even exceed this commitment by:

- Consistently meeting or surpassing customer expectations regarding product quality and performance, and short response times
- Thoroughly understanding customer needs
- Delivering products and services in a timely manner to meet customer requirements
- Continually improving our processes and systems
- Ensuring our personnel are properly trained to fully serve our customers

To ensure maximum quality, Rohde&Schwarz has adopted a quality management model that allows customers to play a significant role in defining requirements.

Knowledge of customers' perception of our performance is the basic prerequisite for target-oriented action. The Management System ensures that customer needs and

expectations are continuously identified, translated into requirements, implemented and monitored. We focus our efforts on building strong customer relationships, which results in products in line with the market's demands for features and quality.

### Commitment to sustainability

We are committed to sustainable business practices, and see this as a collective task across all divisions and company processes in accordance with the ISO 9004:2009 EU directive. In realizing our visions of sustainability, the route we take in getting there is as important as the destination itself. We are careful to keep each step small and manageable. While the goal is to come as close as we can to a sustainable way of living and doing business, this ideal changes and develops over the course of time. With the help of our integrated management system, we can ensure that we put the goals outlined in our corporate philosophy into practice effectively, and that we continually improve our processes and activities. By actively involving all employees (at Rohde&Schwarz, each individual is responsible for quality assurance and environmental protection in their sphere of influence), we have succeeded in anchoring this management system in all our divisions. In addition to our general sustainability commitment, we pay particular attention to respecting and protecting the environment in our business processes. Through ISO 14001 compliance, Rohde&Schwarz demonstrates its commitment to pollution prevention, environmental regulatory compliance and continual improvement, as well as its dedication to its employees and the community (see also Environmental responsibility).