



Quality Management Policy and Strategy

"Quality makes SMA shine brighter."

Our Understanding of Quality

Quality is a strategic driver of impact and a key differentiator in our market. We understand it as a shared standard that connects all areas and levels of our organization. Every employee bears responsibility for ensuring that our products and services reliably meet the requirements of our customers. It creates value, safeguards earnings stability and ensures effective quality throughout the entire value chain.

Anchored in the Integrated Management System

This policy is an integral part of our integrated management system and applies to divisions and group companies within the defined scope. What unites us is a common direction. We share the same overarching objectives and align our actions accordingly. Within this framework, our quality function operates independently in fulfilling its responsibilities and reports directly to the Executive Board.

Strategic Direction

We are committed to a preventive approach that proactively identifies and eliminates potential nonconformities to ensure quality is built in from the outset. We align our actions consistently with customer satisfaction and the management of our quality costs. Risks and defects are identified early and systematically avoided. Deviations are resolved in a lasting way. The foundation for this is a data driven approach. We systematically collect, analyze and apply quality data to make well informed decisions and drive targeted improvements. Artificial intelligence is a tool we actively deploy to identify patterns in complex datasets, improve processes and continuously advance the capabilities of our quality organisation. We are committed to creating conditions that allow these technologies to be used in a meaningful and responsible way.



Governance, Objectives and Metrics

We work with a number of high impact key performance indicators, each with clear ownership and defined targets. Results are prepared in a clear and accessible format and made available to the relevant employees, because data only creates value when it is understood and acted upon.

Communication, Maintenance and Review

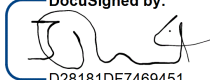
This quality policy is published, explained in leadership briefings, communicated in training sessions and made available on the intranet. We regularly review its suitability and effectiveness as part of the Management Review, as well as on an ad hoc basis in response to significant changes in our context, strategy or requirements, and adapt it when needed.

Our Commitment

We are committed to the highest quality of our products and solutions so that our customers can trust us and choose us as the best partner worldwide. We fulfil the requirements of our customers as well as all applicable legal and regulatory obligations. We continuously improve the effectiveness of our quality management system, our processes, and our performance, and use it as a framework for defining and reviewing quality objectives.

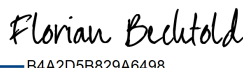
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