

Quality policy

Through increasing globalization, TMD Friction is committed to working with customers to develop and deliver friction materials from qualified sites worldwide that meet the high quality requirements of the friction lining industry.

Based on Nisshinbo's corporate policy, TMD Friction has established a uniform corporate policy. It is a framework that defines the TMD Group-wide quality standards to ensure our position as a reliable supplier of high quality friction lining materials.

Management-System

- All TMD companies already maintain or strive for a certified Quality management System.
- We review compliance with internal and external requirements through internal and external Audits on a risk-based approach and ensure compliance with international standards, such as ISO 9001 and IATF 16949

Employees and management style

- We commit ourselves to the consultation and participation of our employees and their representatives, if available.
- Qualified and committed employees with clear responsibilities working in teams are the key factors in achieving our goals. Continuous training and development of the leadership style enhance their knowledge and effectiveness.

Interested parties

- Through a clear understanding of customer requirements and by integrating them into our processes, we ensure the satisfaction of our customers through this interaction.
- An integrated purchasing strategy and partnership with our suppliers is essential for us.
- We understand the value of having a long-term partnership with our business partners as a foundation for mutual gain and cultivating interactions with interested parties, such as government and neighborhood.

Our products and services

- Already during the development of our products, we strive to reduce the environmental impact during the life cycle.
- It is our responsibility to fully comply with legal and regulatory requirements and binding obligations. Risk and product safety management is part of our management systems.

Continuous improvement

- Based on our Kaizen method, sustainable continuous improvement in management systems together with product and process innovations are key elements our corporate culture.
- To improve our quality performance, we set ourselves ambitious goals every year.
- A fact-driven approach is the basis for problem solving, root cause analysis, and decision making.

Our Responsibility

- Compliance with our quality standards is always a requirement for all employees.
- A constantly increasing quality awareness at all levels is a permanent leadership responsibility.

This policy is binding on all TMD Friction companies.

TMD Friction Holdings GmbH



David Baines

President and Chief Executive Officer