

**Dear Colleagues,
Ladies and Gentlemen:**

Here at Kaeser we have always spelled quality with a capital "Q". After all, the success of this company is based on the quality of our products and our services.

Kaeser's headquarters in Coburg was first certified according to ISO 9001:2000 in 1995; this is proof that:

- we employ personnel in the various divisions of our company who are trained and qualified for their positions,
- we provide the necessary operating resources,
- we have written instructions to answer all questions regarding the standard; and
- we can prove at any given time that our employees are following these instructions.

Our **Quality and Environmental Management System (QEM System)** is applied in all our locations worldwide.

Our QEM System documents how we fulfill the requirements of the current quality standard ISO 9001:2008 (in the case of Mobilair that includes the European Highway Code) as well as all requirements of the environmental standard ISO 14001:2004

The following tools are used:

- a process-oriented documentation structure,
- measurable objectives in various areas,
- statistics that we evaluate and compare with those of prior periods, and
- measures for continuous process improvement (CPI).

Our QEM system comprises:

- **QEM Manual**, providing an overview of the QEM documentation structure and serving as information for customers and employees,
- **QEM Procedures**, describing our processes,
- **QEM Work Instructions**, describing all activities in great detail, and
- **QEM Forms**, on which all written communication is recorded.

Work Instructions and Forms are referred to in Procedural Instructions.

Work Instructions and Forms are organized and numbered according to their functional areas.

We wish to acquaint our employees and customers with the philosophy contained in our **quality and environmental policies**. These are evaluated regularly and amended, if necessary, to suit changing conditions.

For detailed information please refer to the local websites.

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QEM	CP	20th Nov. 2009