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Quality Policy

From zero defects to customer satisfaction

Quality is an integral part of our Corporate Business Principles. These principles guide our actions to develop, produce and deliver differentiated products and services that are safe, compliant and preferred by our customers and outperform competitors in quality, cost and lead time.

Delighted customers are essential for the achievement of our ambition to be recognized as a truly global and excellent Company. Our commitment is to never compromise on the safety, compliance and quality of our products and services.

This requires everybody to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to take action in order to protect our customers and our brands.

At DENV, our Quality Policy summarizes the essential elements of our commitment for excellence and includes:

- Fostering a quality culture with the objective of developing, manufacturing and providing products and services with zero defects that are trusted and preferred by our customers in the EMEA market,
- Complying with relevant laws and regulations as well as internal requirements,
- Continuously challenging ourselves to improve the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through the review of quality objectives and results,
- Enhancing the establishment of technologies and development engineers' ability to consider all possibilities to eliminate defects from being built in into products at the development stage, taking also into account the customer feedback,
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication and strive for improving the quality of inter-departmental collaboration.

We implement the Quality Policy through the application of our DENV Quality Management System. Teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives.

We are committed to providing the required leadership, management and resources and we will ensure that Quality Policy is reviewed regularly and communicated to all employees and third parties. Quality is about trust. Each and every one of us has the power to influence this trust through our dedication to the quality of our products and services and through our wisdom, passion and leadership.

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