



# Quality Policy

## LENZING – the best choice for quality!

Lenzing is a global performance materials company that refines wood and cellulosic raw materials into highly functional fiber products, bio-based chemicals and co-products. Pride in excellence is part of our culture. Product quality and outstanding service are essential parts of our brand promise, next to innovation and sustainability.

Lenzing invests in people and innovation to utilize and maintain the best available technologies in our operations and testing centers, to provide high and consistent quality products.

We engage actively with key raw material suppliers to establish long lasting relationships that enable consistent manufacture of quality products for Lenzing customers.

Our customer oriented approach requires the engagement of all employees to identify how to reach higher standards and contribute to enhanced satisfaction of customers.

We ask our customers for feedback and regularly benchmark against competition.

Customer intimacy is driven by the globally positioned centers of excellence whereby technical experts can provide immediate support.

We have one quality management system around the group. Challenging targets and key performance indicators are set and reviewed annually to improve our systems, products and services.

We monitor and comply with regulations and legislation that affect Lenzing businesses and products. We employ independent third party certification to certify the standard of our operations and products.

Quality is part of our continuous improvement culture and all operating locations are certified to ISO 9001.

For the Executive Committee:

Lenzing, May 2018

Stefan Doboczky  
Chief Executive Officer

Robert van de Kerkhof  
Chief Commercial Officer

Thomas Obendrauf  
Chief Financial Officer

Heiko Arnold  
Chief Technology Officer

Wilhelm Feilmair  
SVP Global Pulp

Vineet Singhal  
SVP AMEA

Marco Schlimpert  
SVP Europe & Americas

Hu Jian  
SVP North Asia

Wolfgang Stehle  
SVP Global HR

