



# QUALITY POLICY

**“Customer Satisfaction,  
Continual Improvement &  
Total Participation”**

The policy of PT SANDEN INDONESIA (PSI) is to always provide our customer with **QUALITY** products - those that conform to valid, mutually agreed requirements. We are totally committed to achieving quality excellence. This means that each of us must understand and meet the requirements of our customers and co-worker. We must also continually strive for improvement and error-free work.

Our product quality hinges on the performance of every employee. It shall therefore be required that all personnel are properly trained, made aware of the quality reputation of Sanden's products and understand that each of their work is the starting point for quality products.

**To accomplish this we will:**

- 1. Satisfy our customer's needs with high quality products**
- 2. Reach consensus on requirements with our customers and suppliers**
- 3. Conform to those requirements and perform defect-free work at all time**

A handwritten signature in black ink, appearing to read "Masato Terasaki".

**Masato Terasaki**  
President Director

27/10/2014