

Quality Policy

Volkswagen Group Services is committed to being a leading partner of the Volkswagen Group, ensuring competitive, efficient, and customer-focused services.

We base our success on our people, our processes, and continuous improvement, contributing to the creation of sustainable value.

Our commitments:

Customer Focus - Meeting and exceeding customer expectations through quality services and on-time delivery.

Employees - Valuing, developing, and engaging our staff in an inclusive and collaborative environment.

Processes and Quality - Ensuring effective and efficient processes through continuous monitoring.

Continuous Improvement - Promoting innovation and the continuous improvement of the Quality Management System.

Compliance - Meeting legal, regulatory, and customer requirements.

Communication - Ensuring clear and effective communication with all stakeholders.

The Volkswagen Group Services bases its operations on the seven core values of the Volkswagen Group, ensuring their consistent application and adaptation to the organizational context, in alignment with the Group's principles and the objectives of the Quality Management System.

Our values:

RESPONSABILITY

We take on responsibility for the environment and society.

OPENNESS

We are honest and speak up when something is wrong.

COURAGE

We break new ground.

RESPECT

We live diversity.

PROUD

We are proud of the work we do.

TOGHETER AND CUSTOMER DRIVEN

We not me.

RELIABILITY

We keep our word.

We continuously maintain and improve our Quality Management System in accordance with the ISO 9001 standard, with the aim of promoting sustainable growth and organizational effectiveness.

This policy is communicated, understood, and implemented throughout the organization, and is reviewed periodically.

*" Working together we will be stronger to win new business,
to face challenges and build a sustainable path forward."*

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