

HARTING Systematic Quality





Flawless *Quality*

Quality is a living process, arising from the interaction between customer requirements and the efficiency of the provider.



Quality is always comprehensive and all-encompassing

Your main concerns as our customers are benefits and utility value, value for money and on-time delivery. Consequently, at HARTING we see quality as an integrated concept that applies to all our company's internal and external activities. At the same time we believe in flexibility, tailoring all our processes to actual market requirements.

We believe that this is the only way to create solutions that will convince and impress you with their efficiency and innovation.

Quality management equals competitiveness

The HARTING Group has always worked and documented its operations according to the most stringent quality standards, and since 1991, in accordance with ISO 9001 guidelines, tested by the DQS. Additionally, the company has been process-oriented now for several years. Our goal is maximum customer orientation, efficiency and zero faults.

All our regional companies worldwide work consistently according to the same system. As a result, the HARTING Group's management helps enhance your competitive strength.

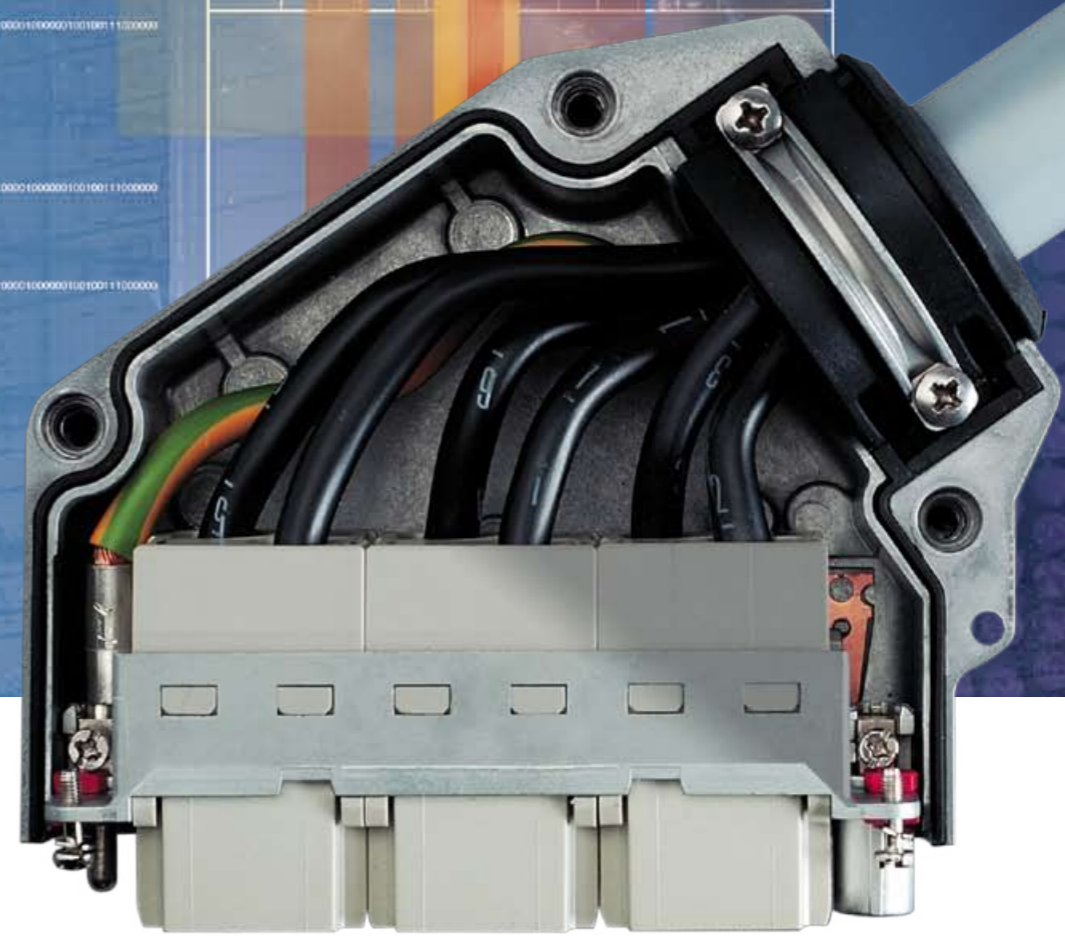
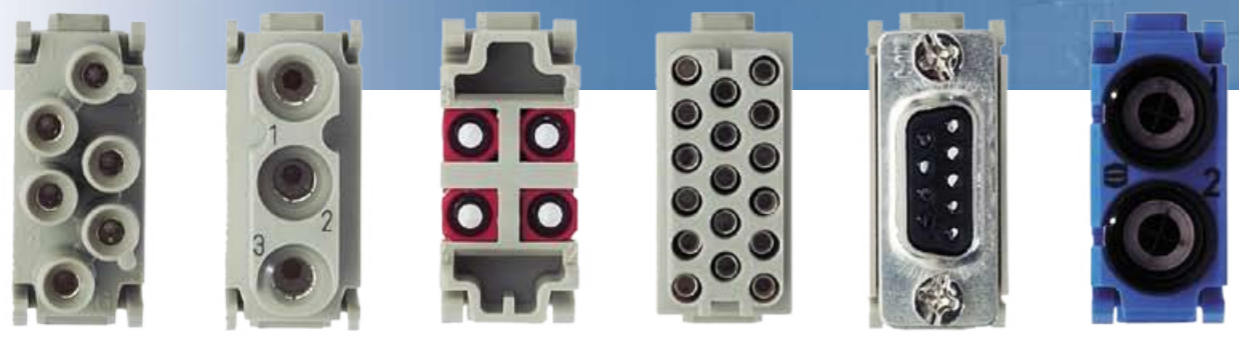
Quality with tradition

HARTING quality is often at work behind the scenes

HARTING products are important components of modern rail technology and automation systems. *HARTING quality products* are also often found in telecommunications base stations, where they are not always readily visible. Many robots, for example, would grind to a halt without the support of HARTING products, and many wind power systems would fail to operate.

It is well to consider that sheer size and volume are not always the decisive and crucial factors. In many instances, the essential value, the pivotal functions, the genuine treasures so to speak, are to be found in the small and hidden details. As in nature, this also applies to the world of technology. *A rough diamond that was hidden* in the ground only reveals its quality after the final cutting and polishing has transformed it into a brilliant, and its beauty and splendor become visible.

Systematic Quality



The management system of the HARTING Group

Our comprehensive, integrated management system guarantees that all our products and services are of exemplary quality.

The HARTING process model therefore applies to all the company divisions in a targeted manner:

- Control and support management functions form the basis for the directive and service functions,
- Customer-initiated company processes determine the core processes.

At every single work stage, this combination ensures that you can always rely on the outstanding quality of our products and services.

Directive and - service functions

1. Company management
2. Quality
3. Resources
4. Information
5. Finance

Core processes

1. Defining and realizing products
2. Sell products
3. Manufacture and deliver products
4. Activities after delivery

Quality starts right at the top

The management and support units provide the crucial impetus for directing and steering the company. With their help we make sure that it stays on course, making adjustments as necessary. Company management at HARTING draws on forward looking, trendsetting instruments such as the *EFQM Model*, a *Balanced Scorecard* and *MBO Target Agreements*, and their consistent application represents a *key factor in the company's success*.

Quality is an important component of our success. This applies not only to the perfection of the products we sell, but also to the flawless functioning of all company processes.

Our committed and qualified employees

To ensure these aims and objectives, our dedicated and highly qualified staff play an essential role. Indeed, our employees represent our company's most valuable resource. Systematic induction, training

courses and regular employee meetings and surveys improve personal commitment. The modern communication and information systems in place at our company ensure ongoing feedback and the continuous transfer of know-how. The new HARTING computing center, harnessing reliable, proven technologies at distributed locations, provides the necessary failure safety along with data protection and backup. Last but not least, finance management is the cornerstone of the HARTING Group's long-term planning security and stability, efficiency and innovation capability.



Quality from the outset

Core Process 1 – Defining and realizing products

Starting point: What our customers want

Market requirements determine all stages of our product creation process, from the original idea through to series production. In the first core process, customer requirements are translated into concrete products.

“Product definition“ ensures that the required product is feasible and marketable. All specifications from the initial “What does our customer

want?” through to the finished product are defined individually. During the “Product Creation” phase, the customer requirements formulated in the specifications are developed to pre-production stage. The result is a thoroughly tested, series-ready product.

Our commitment to innovation is also a commitment to uncompromising quality

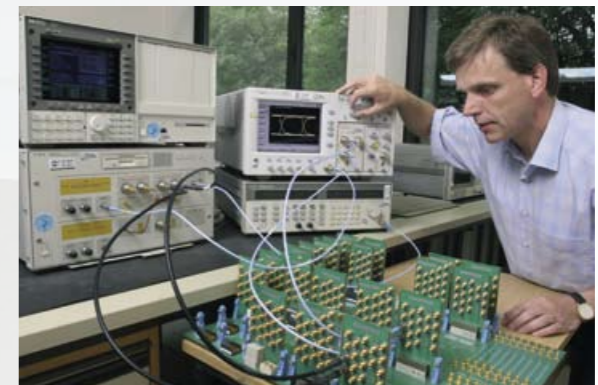
The HARTING Technology Group draws on leading edge methods and procedures all the way through to the simulation of real operating sequences. This means testing solutions to problems in advance and proving their ability to work.

The *test laboratory accredited* by DATech in 1995 is an independent body involved in all the key phases of development work.

Critical dialog with you, our customers, and intensive research and development work enable us to

identify innovative potentials more quickly and translate them into reality.

HARTING’s management system ensures that all corporate areas and divisions are involved in the product creation process. This approach results in products that combine maximum functional safety, simple handling, sensible design and therefore greater economic efficiency. Based on this know-how we also develop customized “Connectivity and Networks” services for you.



Quality in collaboration

HARTING Germany's headquarters in Minden, Westphalia.
Designed by Swiss architect Mario Botta.

Core process 2 – Sell products

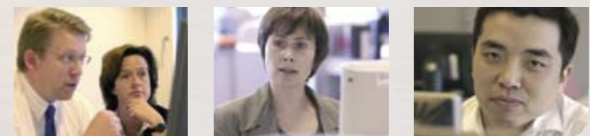
Comprehensive information and consulting services

At HARTING quality is a key component at all stages of the offer, processing and supply phase. Clear specifications for core process 2 “Sell Products” ensure that you receive consistent information and consulting on HARTING comprehensive range of products and services wherever you are in the world. Compliance with these specifications is monitored by our management system with regular audits backed up by staff training.

Everything needed to find the right solutions to problems

We cover and document each phase of the order from the first customer contact to settlement in precisely defined steps. Right at a very early stage our sales force devise solutions to your problems based on

optimum use of HARTING products and services. A uniformly high standard is set for collaboration even before the order is placed. The result – cost efficient solutions delivering optimum customer benefits.





Quality in high volume series

Global markets demand a broad product portfolio, which also necessitates a wide range of different manufacturing technologies.

Core process 3 – Manufacture and deliver products

Assessed and highly rated

The HARTING plants in Germany, the UK, the USA, Switzerland, China and Romania meet precisely these requirements to the fullest extent. Safe, reliable and cost efficient production methods are the backbone for the almost proverbial reliability of our products. This is our guarantee.

Our suppliers too have to document their high quality levels and are continuously monitored and assessed in accordance with strict guidelines. Even before production starts we set a uniformly high quality standard. In keeping with our tradition, a high level of automation combined with modern equipment and



machinery in connection with ongoing employee training has made the name HARTING synonymous with high product quality. Assessed and highly rated. Many customers have confirmed this personally in the course of audits.



Quality unlimited

The HARTING Group assumes responsibility throughout the entire service life of its products.

Core process 4 – Activities after delivery

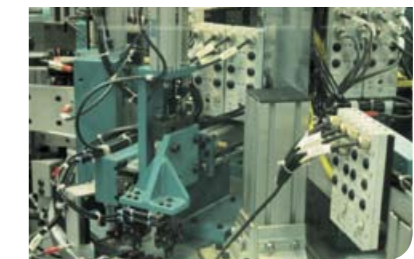
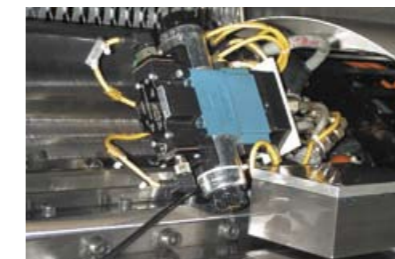
Optimum quality for optimum performance

Our high quality standards do not end with the sale of the product, but also cover its application in a consistent manner. In core process 4 “Activities after delivery“, the maximum performance of all our products is tested and proven under the most demanding operating conditions.

At HARTING, product and service quality means that we serve your efficiency worldwide, because you are our customers. This includes service programs tailored precisely to user requirements, which are available internationally. All the experience and knowledge gained from these activities is systematically evaluated and subsequently put to work to further develop our product range for your benefit. Innovation becomes a logical process, from which all

HARTING’s business partners continuously benefit. This also applies after the end of a product’s useful life. Environmental protection is very important to our company. In the product development phase, HARTING selects environmentally compatible materials ensuring easy recycling or disposal at the end of product or service life.

The HARTING Group’s management system guarantees safety, functionality and the high quality standards of our products and services at all levels.





People | Power | Partnership

www.HARTING.com