



## Budenheim sets standards - also in terms of quality

**Quality is the opposite of coincidence. Quality means meeting commitments and agreements reliably and predictably. However, dependable and consistent quality can only be guaranteed if clear rules and controls apply. For decades, Budenheim has worked and manufactured implementing its own demands on quality; a standard that is stricter than the legal requirements. Budenheim thus sets demanding standards, also in terms of quality.**

### Quality standards for us and everyone we engage with

In our corporate strategy we commit to industry-leading performance in terms of quality, yield and growth, health and safety as well as environmental protection for the benefit of our customers, business partners, owners, employees and society. An all-inclusive and internationally supported quality of culture like the one we nourish at Budenheim promotes dialog with all stakeholders. This constant exchange guarantees Budenheim high customer satisfaction and sustainable corporate success.

### Quality for maximum customer satisfaction

Budenheim offers its customers a select specialties portfolio combined with individual and application-related services. The company thus sets quality standards for the entire specialty chemicals industry. When Budenheim refers to "maximum customer satisfaction", the chemicals specialist goes even further: At Budenheim we recognize our customers' needs and ask for their expectations; we agree shared quality requirements and ensure they are consistently complied with. This customer orientation is reflected in all our organizational processes. Because only if everyone involved defines and upholds quality together, it can be experienced by customers and Budenheim itself. Thus, the quality of our products and services is ultimately reflected in our customers' satisfaction.

## OUR COMMITMENT TO QUALITY



# Budenheim

### **Quality starts with each individual**

The production of high-quality chemical specialties involves responsibility for safety and environment. Budenheim has modern production facilities, supervised and operated by skilled specialists. The crucial contribution to quality is made by every single employee - either directly or indirectly. A high level of qualification in combination with continuous further training promotes quality awareness and secures jobs. Mutual trust, appreciation, the all-inclusive integration of living, working and learning, as well as a high level of employee satisfaction are essential for enjoyment of work, outstanding employee commitment and empowered performance.

### **Quality through continuously improved processes**

We achieve exceptional quality in a changing landscape of requirements through the dynamic process of continuously improving all products, services and processes. Because if you do not go forwards, you go backwards. Budenheim therefore engages in a permanent process of improvement involving all areas of the company. Only those who continuously set exceptional standards, are not content with what has been achieved and tirelessly work on surpassing the status quo, will achieve outstanding results. For decades, we at Budenheim have been acting according to this principle.

### **Quality for more trust**

Trust is an invaluable asset in human coexistence. Budenheim builds trust because we never put economic success above our responsibility for people, environment and society. Our comprehensive quality management system covers a wide range of nationally and internationally reliable quality standards, and not only with regard to product quality. We align our quality standards with the requirements of our customers in the markets.

## OUR COMMITMENT TO QUALITY



# Budenheim

The basis for all our certifications is ISO 9001, complemented by customer-oriented standards. Examples are the guarantee of product quality with regard to food safety according to FSSC 22000, for feed additives according to FAMI-QS and for use as pharmaceutical excipients (GMP/GDP according to EXIPACT) as well as their suitability as active pharmaceutical ingredients according to ICH Q7. Halal and kosher certifications or those marking Budenheim as an organic producer also create worldwide trust in our products and in Budenheim as a manufacturer. Another element creating trust is our efficient and proactive risk management. For that purpose we assess risks for their probability and severity. In a second step we identify measures to either eliminate the risks directly or to at least minimize and control them. This also involves an exchange with external auditors, consultants, or authorities. Risk management is of particular importance for incoming raw materials, auxiliary materials used, our production processes, the storage of our products, their loading and transport. With appropriate certificates by qualified and experienced institutions as well as our individual customer audits, we strengthen our customers' trust in our quality capability. On [www.budenheim.com](http://www.budenheim.com) you will find a good overview of our numerous certifications. Come and have a look!

### **Quality as a competitive advantage**

Those who see standardization as a basic minimum that has to be achieved to survive or be admitted anywhere will at most avert greater damage but not be able to benefit from it. Those, however, who like Budenheim keep working on continuous perfection in a standardized manner, will soon set themselves apart from the competition. If in addition we pursue a pro-active information policy towards our customers and business partners, we actively use our quality leadership as a competitive advantage. Moreover, the continuous dialog with our customers and business partners lays the foundation of further improvement of our quality standards.



**Quality pursuing long-term goals**

Budenheim is a profitable enterprise demonstrating sound growth, and responsibly and safely dealing with the assets it has been entrusted with and is meant to increase. Economic success with calculable risks thus are part of our quality promise to our owners. Employee motivation and health, environmental protection and a corporate culture based on mutual appreciation constitute the prerequisites for quality in all processes and areas of the company. Keeping an eye on the big picture in every business decision and setting the course for the future with caution and circumspection continues to give us new scope for economic action. We experience the decisive confirmation of our quality policy's success on the markets through our satisfied customers and long-term partners.

Budenheim, October 20, 2017

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Dr. Stefan Lihl  
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Chairman of the Managing Board