

# ABB Quality policy



**There are many dimensions in which ABB can compete, but none of these are meaningful for our customers without a foundation of quality. The responsibility for quality is something that must be owned by every person, every business, and every location that ABB calls home.**

Joe Hogan, CEO ABB

To ensure that we meet our responsibilities and obligations to our customers, our people, our partners, our suppliers and to our shareholders we are committed to the following Quality Objectives:

- Deliver on-time & on-quality products, systems and services that meet or exceed our customer's expectations.
- Identify and understand our customer's expectations, measure customer perceptions, and implement improvements to increase customer satisfaction.
- Enable and engage our people at all levels in a relentless drive to improve operational performance along the value chain from suppliers to customers.
- Increase the motivation and skills of our people to add value to our customers and our businesses, through continual training and development.
- Leverage our partners & suppliers strengths to improve our products and our businesses from product design through production, installation and operation.
- Embed social responsibility & company ethics policies in our business practices.
- Continually improve environmental, health and safety performance through all products, operations, systems and services.