

# Epson Europe B.V. quality policy



Epson Europe B.V. has adopted the Quality Philosophy of Seiko Epson Corporation, our parent company:

“Keeping the customer in mind at all times, we make the quality our products and services our highest priority. From the quality of our company as a whole, we devote ourselves to creating products and services that please our customers and earn their trust”

Within this philosophy, the president of Epson Europe B.V. has authorised a quality policy, which is actively supported by the board, middle management and all employees.

Our quality principles are based on the concept of customer orientation. We aim to reach a high standard of personal and corporate excellence to achieve ongoing customer satisfaction; more specifically:

- We will pro-actively focus on starting our customers, so they genuinely prefer purchasing Epson products and feel confident using them;
- We will actively listen to feedback received from our customers, provide a quick response and use the feedback to identify and implement improvements;
- We will focus on continual improvement of our operations, processes and the effectiveness of the Quality Management System, by establishing, measuring and reviewing quality objectives;
- We are committed to creating a good work environment for our employees in which they can develop themselves;
- We will comply with the requirements of our Quality Management System, based on ISO 9001:2015 standard

All managers and employees, individually and collectively, are responsible for quality:

**QUALITY BELONGS TO EVERYBODY!**

Date: 1st April 2024

Signed by:

Takanori Inaho  
President, Epson Europe