

## QUALITY POLICY

*In line with the quality policy of the Electrical Carbon business unit of Morgan Advanced Materials group, Morgan Hungary Ltd. is committed to provide outstanding customer service, both internally and externally. Building on expertise and consistency to meet the highest standards in all that we do. With the objective of reaching a safe, defect free and on-time delivery operation, through the use of **continuous improvement** to achieve **customer satisfaction**.*

Morgan Hungary Ltd. puts special emphasis on the followings within its operation according to the ISO 9001 based quality management system:

- The first step leading to the customer's satisfaction is **the perfect understanding of customer's needs** and the constant endeavor to determine their expectations.
- Our engineers rely not only on their own acquired expertise and experience, but also getting supported by the intellectual assets accumulated over more than hundred years within the Morgan Group. This asset builds on the continuous training of our employees, which provides the confidence of **expertise** towards the expectations of the future. We provide this expertise through **professional** services to our customers.
- The concept of **quality** means to us the satisfaction of our customers and employees. Quality is considered to be a constantly evolving category.  
**Reliability** is viewed through our products and services as a basis for long-term relationships. We are committed to expand our satisfied customer base continuously with the quality of our products and exceptional partnerships built.
- Due to the size and structure of our organization, it can react quickly and **flexibly** to any customer needs. In urgent cases, a product or a technical assistance can be offered to the customer within a few hours.
- In all business relationships we keep in mind the **ethical business conduct** and strict compliance with legislation.
- Our management is committed to protect the **environment** and the **health** and **safety** of our business partners and employees.
- We have committed ourselves to **continuously improving** our operational and management system, including products, processes and employees.

According to this statement, the management and all employees are committed to carrying out their everyday work as described above and in accordance with the requirements of the management system.

Gábor Kriston  
General Manager  
Operations Manager

Ropoli László  
Quality Manager

Company accreditations

