



## HELLA New Zealand Commitment to Quality

The “HELLA” trademark shall be synonymous with best in class product and service excellence.

Our ***Fit and Forget - by Design*** philosophy shall be incorporated into every aspect of the product life cycle, ensuring product performance and customer satisfaction are never compromised.

### Our commitment means:

- 1 We strive to provide market-leading product performance, durability and customer service, thereby ensuring customer satisfaction.
- 2 We maintain comprehensive Operational Excellence programmes that ensure we focus on achieving industry best practice.
- 3 We maintain comprehensive IT based statistical control and monitoring systems that ensure process repeatability and product consistency.
- 4 We promote the understanding and application of continuous improvement principles by every employee, sub-contractor and supplier to HELLA.
- 5 We strive to continually enhance our employees' expertise by ensuring consistent and on-going training and advancement of skills.
- 6 We maintain a working environment which emphasises trust, involvement, openness, welfare and prosperity, thereby promoting a true Team Spirit.

Martin Reinbach  
(Managing Director)

Andrew Mills  
(Quality Systems Manager)