

Customised quality. Globally available.  
**Made by Festo.**



## Viewing quality holistically. Thinking requirements all the way through.

Our quality requirement  
consistently focuses central  
attention on **the factors  
which are decisive for your  
business and your projects.**

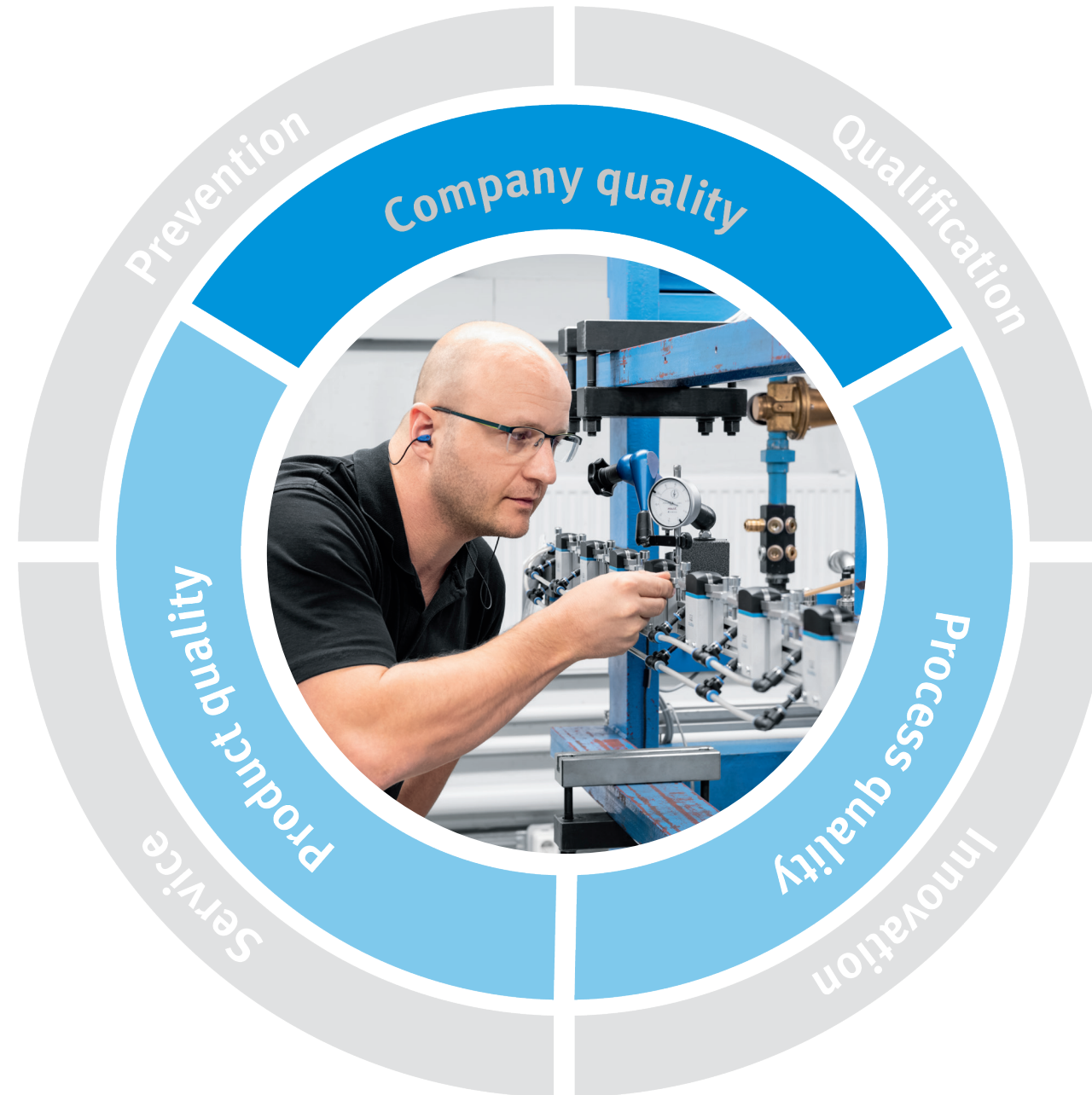


Our customers' requirements  
set the goals for all of Festo's  
divisions, and we intend to  
fulfil them **100%**.  
And thus quality is not an  
end in itself, but rather  
clearly and verifiably defined  
in terms of the customer's  
needs.

**The best mistakes**  
are those that never  
happen at all.

**Quality right from the  
beginning:**

That's our promise – in  
all of Festo's divisions.  
Implementation is the  
responsibility of each and  
every individual – in the  
interest of the **best solution  
for your task.**



A globally established  
quality management system,  
as well as all of the relevant  
certifications, provide a  
**solid foundation** for the  
thinking and action of all  
employees at Festo: from  
consultation to far beyond  
just shipping the goods.

**Our goal is to solve problems ...**  
**... instead of creating**  
**new ones.**

The agendas of most of our customers are filling up with **more and more complex tasks**. In partnership with you, we're happy to accept the challenges and make our contribution by providing perfectly matched solutions and future-proof products.



From our point of view, a product is only as good as the benefits it provides to the individual customer. And thus **holistic quality** begins already with the first contact in order to clarify what the best solution will look like. And it doesn't end should a complaint arise somewhere along the line.

**Fit and forget.**  
Then everything is running smoothly.

Errors in the **process chain** not only cost time and money. They jeopardize the customer's **confidence** in your products, as well as ours. That's why every step we can take towards stable, waste-free processes is important to us.



Whether a catalogue product or a custom solution is involved:

**process and product quality**, as well as **the attitude of all employees**, must interact ideally. When this is the case, collaboration is especially rewarding for our customers – because they can stand up to the competition with confidence.



**People play the leading role**  
in all of our mutual efforts.

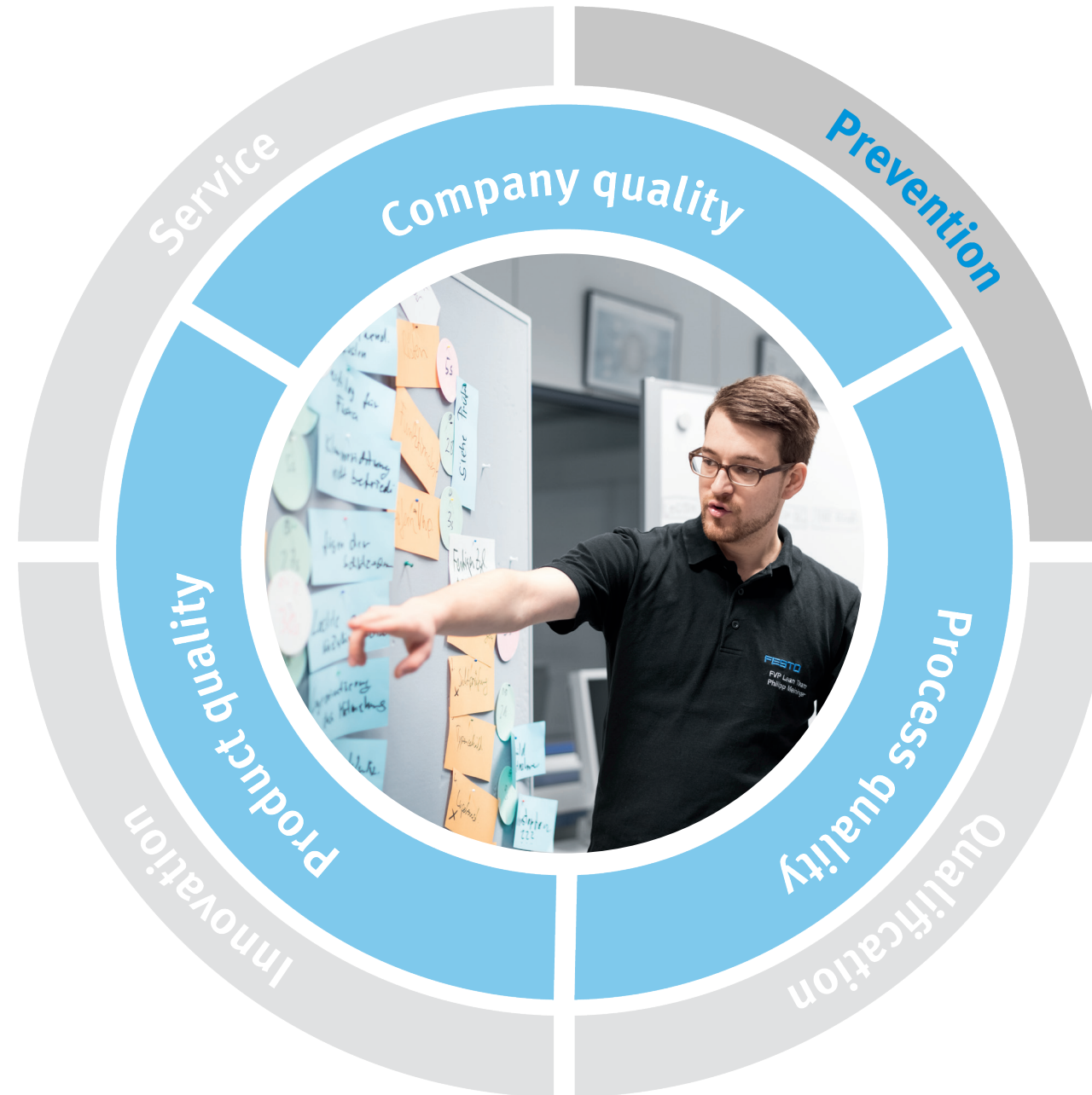
**Festo's values** serve as the basis for responsible collaboration. **The character and the attitudes** of all employees mould the **quality culture**.



At Festo, the **skills** required for quality-oriented work are consistently communicated and developed in all business divisions. Above and beyond technical knowledge, the proper **mindset** also includes an understanding of the fact that high levels of quality can only be assured by means of continuous **application in day-to-day business**.

## Staying on course ... ... with quality right from the beginning.

Outstanding quality all the way up to the end of the value chain necessitates **preventive measures**. These have top priority at Festo – for all employees and during all phases of our work.

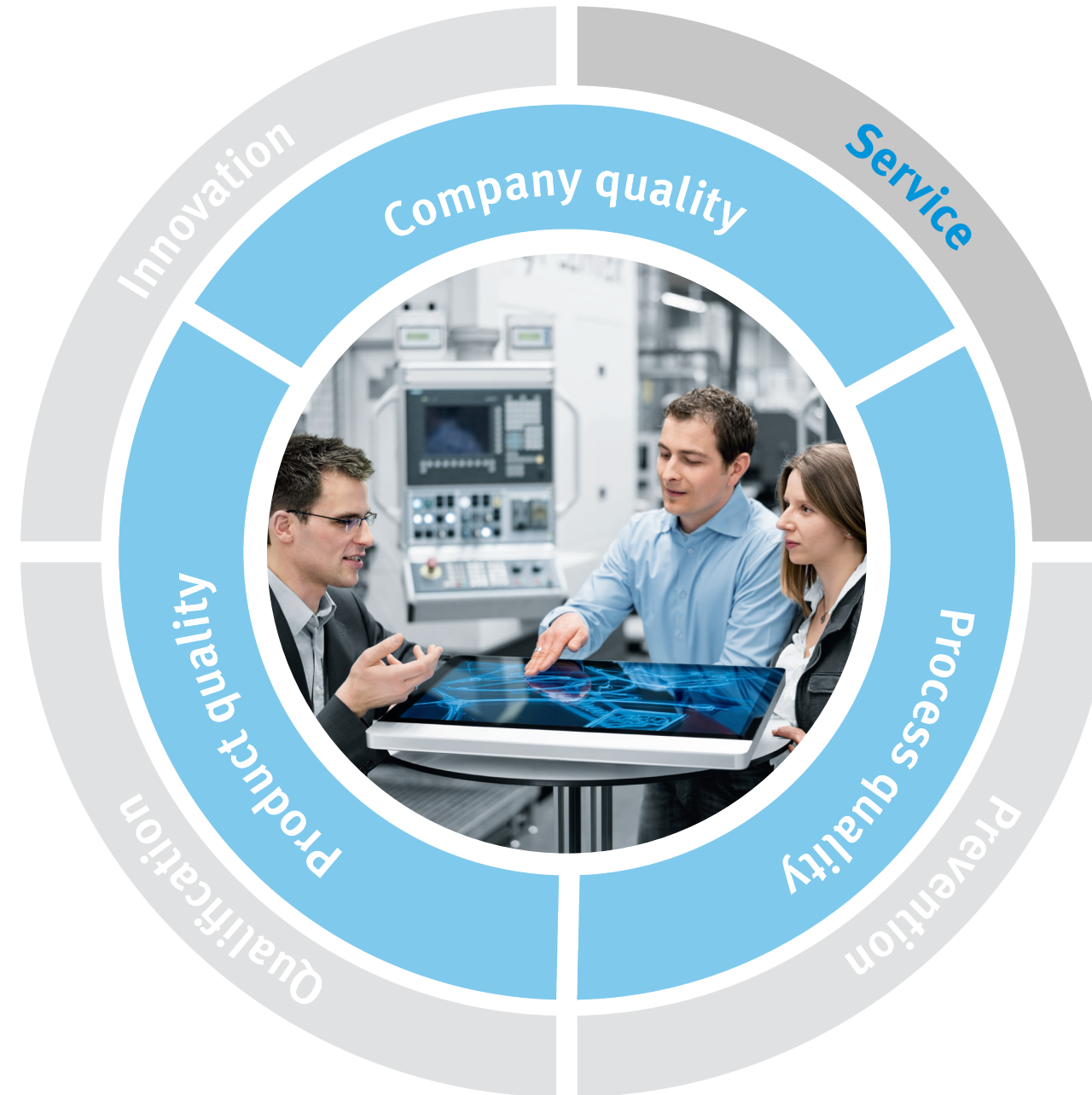


Throughout the **entire product development process**, thinking in terms of quality is decisive and begins with accurate documentation of the customer's requirements. Possible errors are identified in advance and effectively prevented.

## Being better necessitates consistency ... ... in the big things as well as the small ones.

Strict compliance with the required quality standards is an essential constituent of any **plausible service promise for each individual customer**.

Whether on-time delivery, manufacturing consistency or competent consultation is involved – your satisfaction is always the goal.



Today, **rapidity** often means **enhanced economic efficiency**.

Festo has high service and consultation standards in order to ensure that in the end, this goal is not pursued at the expense of quality. More than 1,000 technical consultants and project engineers are available worldwide to this end.



**Developing the new ...**  
... so that proven concepts  
retain their value.

**For Festo, sustainable innovation management** not only means remaining on the cutting edge of technology with leading developments. It also means remaining compatible with existing values and investments in the interest of the customer.



**Future-proof solutions** often combine new developments with concepts which have already proven their worth in practice. With several **thousand patents each year**, Festo is creating advanced technology. Quality and customer orientation are always the guiding principles in this regard.

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