

Robotics

Quality policy

Our Vision

Quality is critical to an outstanding Customer Experience.

Our customers define what quality means for our business. Therefore, to create outstanding customer experiences, we must put them at the core of everything we do. This way we deliver excellence at every touch point in our customers' journey.

These touch points occur across different functions and over time, meaning we are all responsible for delivering quality and Customer Experience.

With Quality contributing to an outstanding Customer Experience we can stay true to Our Purpose. By successfully creating superior value for our customers and our business, we can push the boundaries of technology and energize the transformation of society to achieve a more sustainable future.

Our RA core

We deliver profitable growth

Our People & Culture



Customer Experience

Technology that Matters

Excellence in Operations

License to Operate: Health, Safety, and Integrity



Principles

Our License to operate and our Quality policy are complementary, each reinforces the other and all decisions we take support both. Our Division strategy integrates quality as a key enabler to achieve our collective goals.

Customer Experience

Quality is defined by our customers' experience. It is a collective business priority.

We empower our teams to master the customer journey and to take tailored actions to meet customers' expectations.

Our People & Culture

We always put the Customer at the center of everything we do.

We prioritize our Customers – they come first.

Quality is the personal responsibility of every one of us.

We take responsibility for our work and proactively review and report any problems. We don't assume that work will be checked by others, and we ensure it is right the first time.

We support each other in creating a quality culture.

We understand that competence, training, determination, commitment, and well-being are decisive factors in achieving our quality goals. We collectively recognize our successes and misses.

We are transparent about quality issues – both potential and actual.

We bring issues to the surface even when beyond our responsibilities. We fix and prevent issues.

Excellence in Operations

We are committed to the highest operational standards.

We follow all required business governance procedures to ensure consistency and compliance.

Quality is built on continuous and measurable improvements.

We work together as colleagues to seamlessly integrate our processes with innovative tools and applications at every customer touchpoint. We treat customer feedback and complaints as a gift and see it as an opportunity to improve and make changes. Only the customer has the right to close a complaint.

Technology that matters

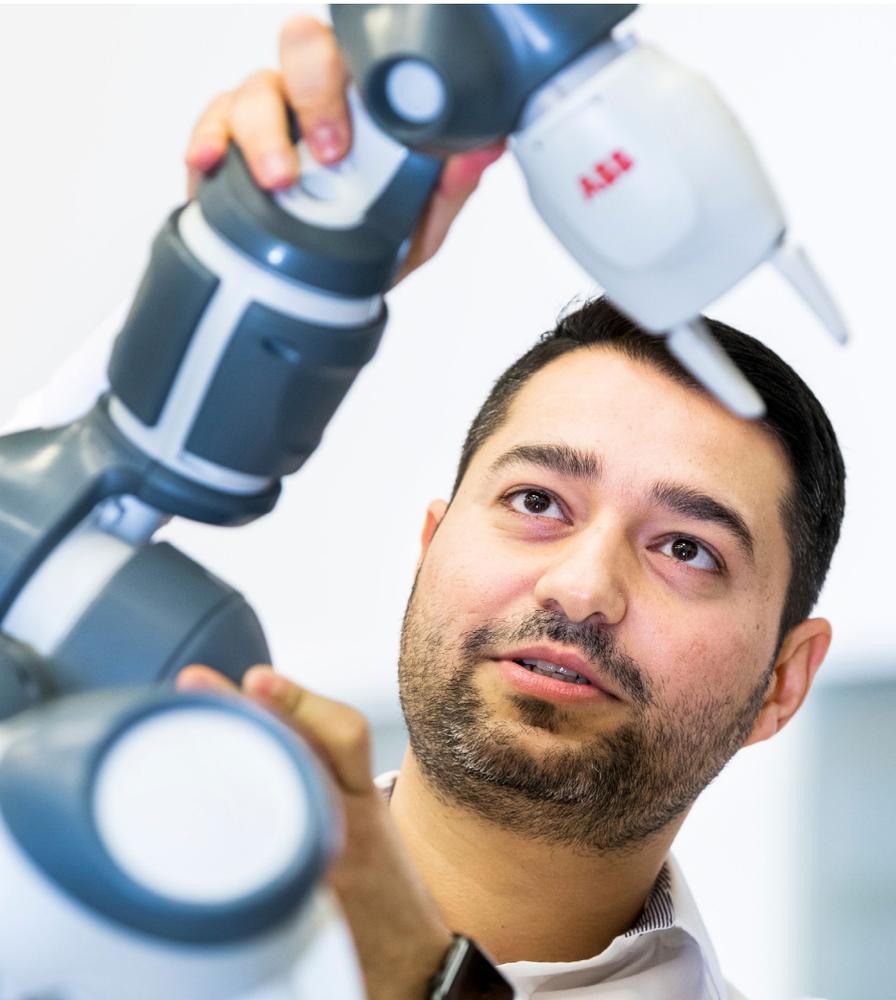
Quality that is built-in during development and innovation determines our future success.

Working together as colleagues and with existing and potential customers, we explore technology and innovate solutions and service road maps. We transform customer challenges and our innovations into successful products, software, solutions and services.

We work closely with customers to capture their visible and hidden needs. We therefore deliver product, software and solution design with the quality they expect.

As a company, we commit to provide a digital experience allowing us to prevent and react to customer needs.

We meet customer performance and reliability targets and aim for industry leading quality. We drive performance in all areas through innovative and lean ways of working combined with Six Sigma methodology where applicable.



Quality objectives

Customer

We actively put the customer at the core of everything we do. Continuous improvement is based on systematic collection of customer feedback and sentiment. Quality is only defined by the customer.

People

We are responsible for identifying ways to contribute to creating an outstanding customer experience. This is included as a performance measure in annual Personal Development Appraisals. Individual employees are responsible for execution, while managers are accountable for effectiveness.

Management

Leadership is accountable for enabling and governing processes. This includes collecting data and feedback from customers, employees and across our entire ecosystem, and reviewing this feedback to enable continuous improvement.

Robotics leadership team owns the governance of the Robotics Integrated Management system, including the annual assessments and the establishment of targets.

Ecosystem – of internal and external Business Partners

We integrate policies that govern performance across our entire ecosystem to ensure that all types of partners meet customer, legal and ABB requirements.



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