

Novem Car Interior Design is the world leader in automotive wood interior trim and the leading supplier for all décor parts of automotive interior trim.

Our outstanding market position is based on the value of our products and the cooperative relationship we offer to our customers, employees, investors and suppliers.

Our products meet the most stringent demands with superior quality and competitive prices. In order to maintain and strengthen our customer's satisfaction, we act in all areas according to the principles of continuous improvement, optimize our processes and improve the effectiveness of our management systems. Cost reduction measures never negatively impact the quality of our products.

To achieve our engineering project targets, we focus on consequent project management and interdisciplinary teamwork.

Our quick reaction to customer and market demands is the foundation of our success. We take care of our customers, in Europe, in North America and in Asia.

All of our products must meet all customer specifications and legal requirements. In addition we do not forget our responsibility towards our employees, the society and the environment.

The targets for Novem Car Interior Trim in the financial year 2011/2012 are:

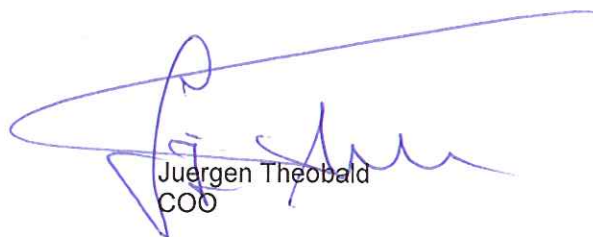
- **Consolidate the 100% customer satisfaction**
- **Create and expand sustainable competitive advantages**
- **Sustainable growth and development of new technologies**

We believe in open communication and cooperative relationships and we impose upon ourselves, to focus our thinking and acting on the necessities of our employees, our customers and the market.

Vorbach; 2011.03.29



Peter Mazzucco
CEO



Juergen Theobald
COO

Quality Policy Guidelines

Customer focus

The expectations of our external and internal costumers center our actions. The measure for our success is the satisfaction of our customers with our performance and their loyalty towards our company.

Focus on result

For us superior quality than the competition is the key to achieve continuously outstanding company results after considering the interests of customers, employees, suppliers and the society.

Leadership and target orientation

All our actions are structured and systematically coordinated. Extraordinary results are achieved by the strategic thinking, the quality awareness and the commitment of our management and employees.

Process-oriented management

Consequent process orientation and process evaluation guarantees the fast achievement of our goals. Decisions making is fact- and strategy-based.

Employee development and employee participation

Our employees determine the quality of our products. By means of active participation, we support qualified and responsibly acting employees.

Continuous learning, innovation and continuous improvement

Creativity and learning is the basis for the continuous development of our employees. Our continuous improvement process is based upon the effective exchange of knowledge and bench marking.

Development of cooperative relationships

Cooperative behavior with suppliers and other companies are the basis for lasting business relationships with mutual benefits.

Public responsibility

Environmental and social competences create trust in the society. We increase trust and appreciation by using resources responsibly throughout the lifetime of our products.