

# DAIMLER

## Daimler Buses / EvoBus GmbH Quality Policy



Daimler AG  
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We aim the top position in customer satisfaction. Our understanding of quality derives from this aim.

## Daimler Buses / EvoBus GmbH Quality Policy

**We want to achieve premium standards in the quality of our products and services in all relevant areas of quality in the bus segment.**

**We put the requirements and needs of the customer in the center of our activities. Our customers decide how good we are.**

**We develop our employee through information, training and continuous education to be quality aware and act independently. We value potential good ideas and honour special achievements.**

**We regularly set quality targets and measure our success and achievements in the area of quality with them. For our products for customers we have a “Zero Defects Goal”.**

**We optimize the quality of our products and service through continuous improvements to our processes and methods. We regard this as an important contribution to the maximization of the value of our organization.**

The quality policy of the location of Mercedes-Benz Türk in Istanbul derive from the quality policy of Daimler Buses and complemented by Daimler Trucks at the Aksaray Location.

Note: The Q-policy of the Daimler Buses / EvoBus locations integrated in the scope of application of the Daimler Buses matrix certification can be complemented for location-specific purposes.

