

Quality Policy

Miele is an independent, values-oriented and tradition-conscious family business that is equally committed to its employees, customers, business partners and the public. Quality is an integral part of our corporate philosophy of "Immer besser" and is reflected in our daily actions.

The Quality Policy forms the basis of our quality management system and provides the framework for our quality objectives. It helps us to minimize risks, capitalize on opportunities and meet our customers' expectations in the long term. Our aim is to provide products, services and processes of the highest quality, thereby living up to our promise of 'Always Better'.

Furthermore, we are committed to the following principles and guidelines:

- We ensure the availability of the relevant information and necessary resources to achieve our quality objectives and to guarantee and continuously improve the effectiveness of our quality management system.
- We comply with applicable legal, regulatory and standard requirements and ensure compliance in all quality-related areas.
- We strive for zero-defect quality in all products, services and processes and are committed to preventing defects throughout the entire value chain.
- We make decisions on a risk-based basis, taking into account the potential impact on quality, reliability and customer satisfaction.
- We consistently align our actions with the needs and expectations of our customers and aim to delight them with our products and services.
- We promote an open and constructive culture of learning from mistakes. Problems and risks are identified transparently at an early stage to enable effective solutions and to learn from them in the long term.
- We view quality as a shared responsibility. Every employee contributes to achieving our quality objectives through their own actions.
- We continuously improve our quality performance and live up to our promise of 'Always better' through the consistent further development of our products, processes and systems.
- We take quality requirements into account in our procurement and development processes and work in partnership with suppliers and business partners to ensure the highest quality standards.
- We communicate our quality policy and our quality objectives transparently to employees, business partners and other relevant stakeholders.

The Implementation of this quality policy is the responsibility of all Miele managers and employees. The management regularly reviews the appropriateness and effectiveness of the quality policy and the quality management system. The quality policy is a living document that is regularly adapted to new challenges and developments.

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