

ENERSYS GLOBAL

# QUALITY POLICY

We at EnerSys are committed to providing the most valued customer experience by understanding customer needs, assuring continuous involvement, and accountability from our business partners and suppliers around the world. We value and strive for excellence in all that we do through innovative technology by creating long lasting relationships with our stakeholders, co-workers, and customers.

## To achieve this we will continually:



Foster teamwork, engagement, and enhance our employee's skills and competence by providing appropriate training

**PEOPLE**



Drive process thinking and ensure a ZERO defect mindset:  
**Right First Time, Every Time**

**CUSTOMER**



Improve products and services that meet or exceed customer expectations around the globe

**CUSTOMER**



Strive for improving our operations, processes, and performance by complying with international standards in the Quality field

**SHAREHOLDERS**

**David M. Shaffer**  
President & CEO

**Marcio Oliveira**  
Vice President Quality