



ZF DNA of QUALITY POLICY

I'm Living ZERO Defects



Leadership and
People
Development

Zero Defect
Environment and
Risk Management

External & Internal
Customer and
Supplier Focus

Thorough Process
Execution and
Ownership

People

Prevent

Perceive

Perform

PDCA

Learning Organization and Continuous Improvement

Dr. H. Klein

Dr. M. Fischer

R.H. Rueger