

# Eaton's Quality Policy

*Demonstrating personal ownership of quality*



A young child with light brown hair is shown in profile, wearing large blue and white headphones. The child is looking out of an airplane window, where a view of white clouds against a blue sky is visible. The child is wearing a grey and blue long-sleeved shirt. The background of the entire image is the interior of an airplane cabin.

# We make what matters work.

## Eaton's commitment to Quality

Every employee is  
accountable and takes  
personal ownership of  
quality.



Quality is not just the responsibility of employees who work in manufacturing or the quality function – it is the responsibility of *all* employees.

# Eaton's Quality Policy matters ...



- **Eaton's Quality Policy** is a key element of the Eaton Quality Management System (EQMS) which provides direction, establishes our commitment and sets quality expectations related to our:
  - products
  - services; and
  - solutions.
- **Eaton's Quality Policy** provides a framework for:
  - supporting the organization's strategic direction
  - setting quality objectives
  - satisfying applicable requirements
  - establishing a commitment for continuous improvement of the quality management system; and
  - communicating quality expectations and behaviors to all employees, providing focus and alignment.

# Quality Policy:

We demonstrate personal ownership of quality:



## 1. Satisfying our customers, and other internal and external stakeholders

I *continuously* strive to understand their challenges and deliver quality products, services and solutions that meet their requirements.

# Quality Policy

## 1. Satisfying our customers and stakeholders



- Customers reflect anyone who is the recipient of a product, service or solution you are delivering.
- Customers can be external as well as internal to the organization.

Flip the switch and step on the gas: Eaton and Graybar team up to drive solutions [LightED magazine](#), September 21, 2017.



US DoE partners with Eaton to advance hydropower generation [Global Energy World magazine](#), September 21, 2017.



# Quality Policy:

We demonstrate personal ownership of quality:



## 2. Setting aggressive objectives for quality performance

*I consider all steps of our processes – from start to finish – no matter what product, service or solution I am delivering.*

# Quality Policy

## 2. Setting Aggressive Objectives



What could happen if a critical component fails in an aircraft?



What would be the impact of a datacenter shutdown?



What would the consequences be if a main component failed in a nuclear power plant?

Quality is not optional, and we must demonstrate process discipline to meet our aggressive objectives, and those of our customers. To ensure the right end result, we set high expectations and expect compliance to rigorous standards, and never take shortcuts.

# Quality Policy:

We demonstrate personal ownership of quality:



### 3. Proactively identifying and solving problems everyday

When I detect a quality problem, I stop the process immediately and seek resolution. I am *committed to continuously improving* the quality management system, addressing risks and opportunities.

# Quality Policy

## 3. Proactively identifying and solving problems everyday

### Stop

Every employee is empowered to stop a process at any time when a quality issue is suspected.

### Take Action

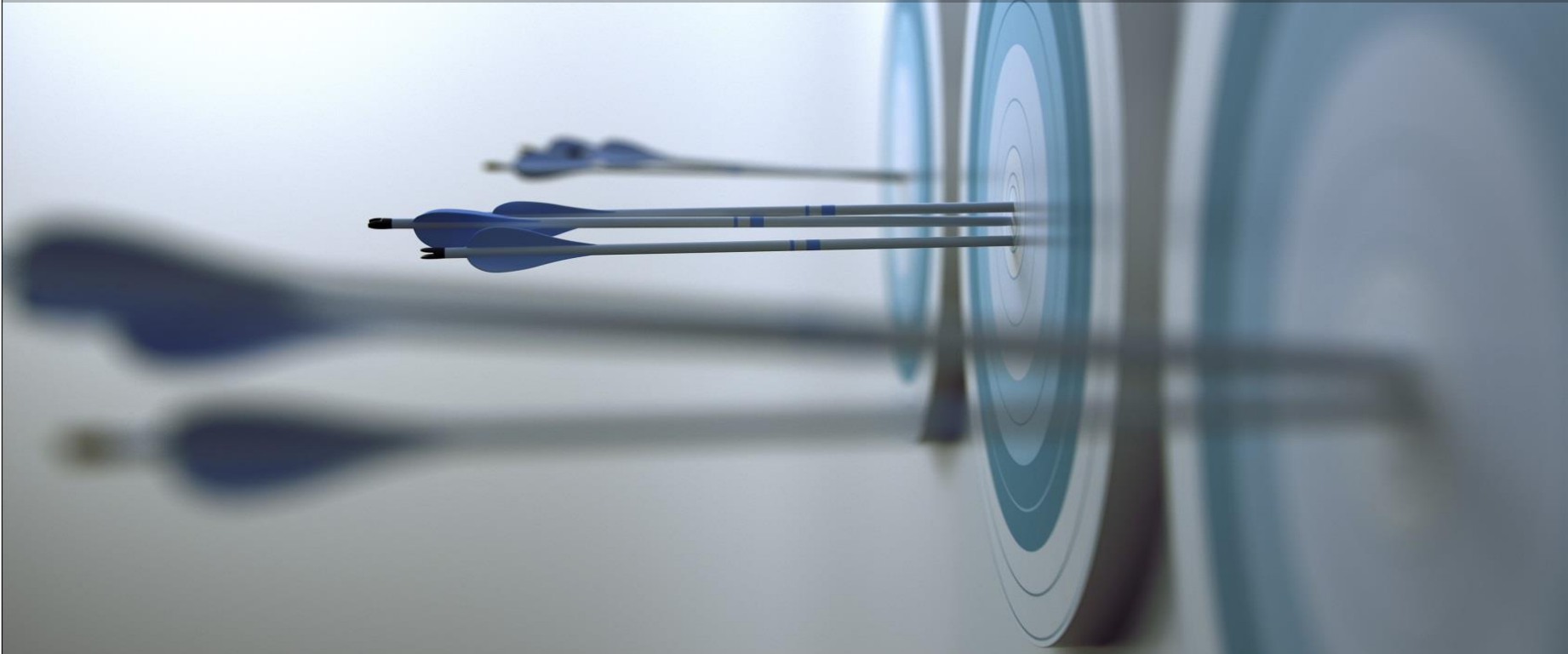
Every employee can be part of the team that analyzes and corrects an issue.

### Assess and Improve

The Eaton Quality Management System enables the organization to identify and solve problems and drive continuous improvement.

# Quality Policy:

We demonstrate personal ownership of quality:



## 4. Having a Zero Defect mindset

**I ensure quality by accepting no defects, making no defects, and passing no defects.**

# Quality Policy

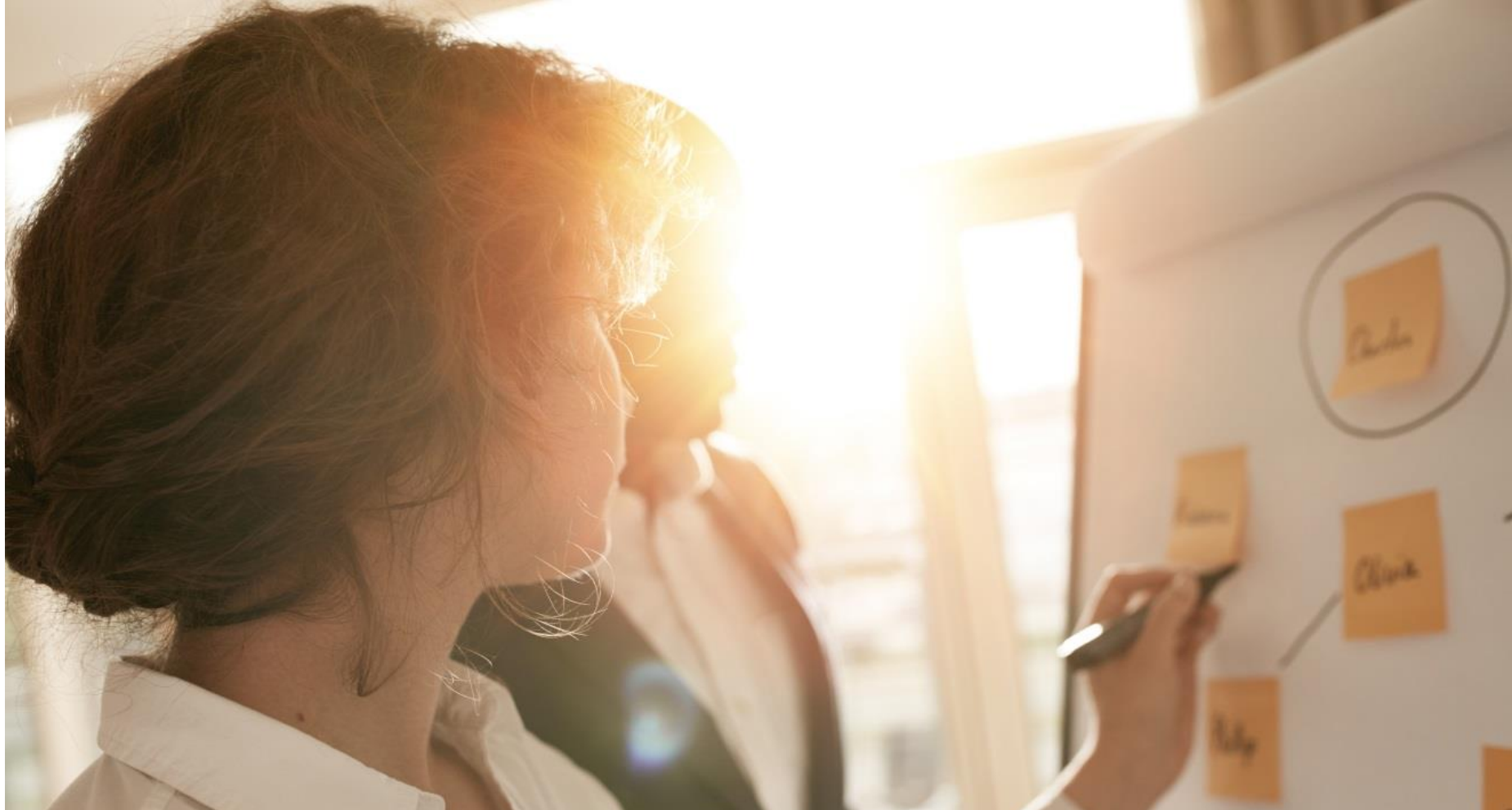
## 4. Having a Zero Defect mindset





### **We demonstrate *personal* ownership of quality by:**

- Satisfying our customers and other internal and external stakeholders  
*I continuously strive to understand their challenges and deliver quality solutions, products and services that meet their requirements.*
- Setting aggressive objectives for quality performance  
*I consider all steps of our processes – from start to finish - no matter what service, product or solution I am delivering.*
- Proactively identifying and solving problems every day  
*When I detect a quality problem, I stop the process immediately and seek resolution. I am committed to continuously improving the quality management system, addressing risks and opportunities.*
- Having a zero defect mindset  
*I ensure quality by accepting no defects, making no defects, and passing no defects.*



What are **your** next steps to demonstrate personal ownership of **quality** in your work?



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