

“ AT NESPRESSO
WE HAVE PASSION
FOR PERFECTION.
OUR QUALITY
IS A STRENGTH
WE MUST BUILD
ON DAY AFTER DAY ”



April 2016



QUALITY POLICY

THE CUSTOMER COMES FIRST

Quality is all about the trust of our customers. At *Nespresso*, Quality is the foundation of our company.

A *Nespresso* product is a promise to the customer that it meets high standards of quality and safety. The customer is in the center of all our activities. Customer trust is based upon our quality image and our reputation for consistently delivering high quality products, systems and services.



FOOD SAFETY & FULL COMPLIANCE

Quality is the cornerstone of our success. *Nespresso* guarantees food safety and full compliance by respecting all internal and external policies and applicable principles and standards with full transparency.

PREFERENCE & CONSISTENCY

Nespresso strives to delight customers by valuing what they value and by offering products, systems and services that always meet or exceed their expectations.

ZERO DEFECTS & NO WASTE

The goal of *Nespresso* is to drive excellence in quality in all aspects including a zero defect and no waste approach, to deliver competitive advantage.

EVERYBODY'S COMMITMENT

All functions across the value chain are fully responsible to build the *Nespresso* Quality Culture. Quality is a joint effort and requires everybody's commitment at all levels of our organisation.

Jean-Marc Duvoisin
CEO, Nestlé Nespresso SA

We make Nestlé trusted



Good Food, Good Life