

# Exceeding Customer Expectations through Continuous Improvement

At Oshkosh, quality is a way of life and customer satisfaction is our shared responsibility. Following this policy, we are committed to:

- Establish quality objectives according to our strategic direction
- Putting the customer first
- Continually improving business processes taking into account applicable requirements
- Ensuring customer satisfaction

This policy is not just a statement, but a code we live by. Through the Oshkosh Continuous Improvement Management System (CIMS), we are empowering all team members to improve business processes and create a great customer experience. We engage, develop and connect team members through continuous improvement. The Enterprise Quality Management System collects successful practices and standardizes processes, so they become repeatable and easily shared across the entire organization. The quality policy reminds us of our commitment.