



QUALITY IS EVERYONE'S RESPONSIBILITY

DHL EXPRESS QUALITY POLICY STATEMENT

As the leading global express logistics provider we strive for profitable **Growth** through focus on **Quality** and delivering market-leading service levels to our customers every day.

As **Certified International Specialists** we strive to deliver great service quality through disciplined execution of our **Global SOP** and keep the Big Yellow Machine running in high performance mode.

We are all **Insanely Customer Centric**, aiming to get it Right 1st Time by using our world-class **First Choice** principles and tools to deliver excellence and continuously improve everywhere, every day.

Having a Best Day Every Day mindset should make us feel sick to the stomach if one of our customers is ever disappointed.

Let's work together on our promise of 'Excellence. Simply Delivered' and remember: Quality includes 'U' and 'I' for a reason!

John Pearson
CEO, DHL Express, May 2019

