

# LIQUI MOLY

## QUALITY STATEMENT





## THEN AS NOW: ONE BRAND - ALL SOLUTIONS



Dear customers,

**LIQUI MOLY is one of the few full-range suppliers of vehicle chemicals and offers over 4,000 items from a single source. These include motor and transmission oils, fuel and oil additives, car care, chemical problem solvers and service products of the highest quality.**

We promise: Our additives protect the engine, reduce fuel consumption, reduce friction and wear, lower oil consumption and protect against corrosion.

Through continuous research and development of our laboratory team, we guarantee that our oils meet the growing demands and that we permanently fulfill the strict manufacturer approvals of the automotive industry. Motor oil must be able to do much more than lubricate and cool. In modern engines, motor oil is really a structural component. Only an excellent motor oil can enable an engine to develop its full performance while complying with all emission limits. It must function at high temperatures and under extreme pressure. At the same time, modern motor oil permanently removes combustion residues, abrasion, acids, water and fuel particles from the engine. It protects the engine from corrosion and ensures that it is leak-tight.

You can trust that our oils have all these properties and meet the requirements!

### **Our motor oils are made in Germany**

Our products have been proven to meet the quality standards of several globally recognized organizations for the automotive sector. This is confirmed, for example, by the Letter of Conformance (LoC) for EELQMS (European Engine Lubricant Quality Management System) in connection with Atiel and the ACEA test sequences, as well as licenses issued by API (American Petroleum Institute) and obligations to JASO (Japanese Automotive Standards Organization). In total, we have more than 300 specific approvals for our motor oils from almost all possible international automobile manufacturers. Each individual approval obliges us to exclusively produce and market the quality agreed with the OEM.

Our industrial products also meet these high quality standards. This is confirmed, for example, by approvals for hydraulic oils from Bosch-Rexroth, Denison-Parker or Arburg.

**Our quality management system is certified to a strict standard. We have to prove our quality at regular intervals through external audits.**

#### **What does this mean?**

**DIN EN ISO 9001** describes quality as the ability of all characteristics of a process that are necessary to fulfill the requirements of customers and other interested parties. The path is the goal. This means that every component of our services, no matter how small, must fulfill every quality requirement of the customer. This means that it is not just the quality of the service itself, but the entire process of providing the service that must meet the customer's requirements. From the first contact, through planning, implementation and aftercare. We understand this mission and have made it our top priority. You, our customers, are the focus of our work and our service. Because we want you to be satisfied with us as a brand so that your customers are satisfied too.

#### **Our promise**

We source our raw materials from selected and reliable partners who supply us with the best ingredients for our products. Before our raw materials are processed, they undergo a thorough incoming goods inspection and testing in our own laboratory. Only if the raw materials meet our high standards are they released for further use.

Before a product is included in our range, our development department carries out various tests and analyses, including practical tests. We research, develop and test until we are convinced that our expectations and, above all, those of our customers are met and that our product creates real added value. We only sell what we ourselves are convinced of and can prove the effect with transparent tests.

In cooperation with the standards committee, our motor oil specialists take part in ring tests for both used and fresh oils as well as for fresh oils. This ensures, among other things, that our analysis methods and results are correct.

We pursue a zero-defect strategy. This ensures that only those products that are really flawless are delivered. Error tolerances are unacceptable to us. During production, each product must pass through several stages of quality control. From the visual inspection of the finished product by our experts, through to reliable laboratory testing of the recipe in our company.

#### **There is more to it**

In order to identify weaknesses, we constantly monitor our processes in order to improve them through targeted measures. These include occupational safety, strict compliance with regulations, laws, regulations, laws, environmental protection and the value-based interaction with our co-entrepreneurs, as well as the obligation of our suppliers to act according to the same principles. This is guaranteed by our Code of Compliance. Through regular instruction and training, our subcontractors are able to contribute to customer satisfaction in every area by quickly identifying problems and finding solutions. For this reason, we are committed to providing our specialists with regular training and the necessary resources.

Our know-how, our team and our partners are the means by which we define and achieve our quality goals. We are in constant communication with our customers and partners, constantly adapting ourselves, our work and our products to their needs.

The identification of our co-entrepreneurs with our values, the company and our products, as well as our own performance standards, guarantee highly motivated employees who do their part every day to fulfill our quality promise.

The fact that we are on the right track with this approach is demonstrated by our awards such as „Top Brand“ or „Best Brand“. These have reflected our high reputation among both professionals and end consumers for years. These achievements are the result of the daily commitment of our co-entrepreneurs. This is what makes us strong, what makes us special, what makes us successful worldwide.

The effectiveness of our quality management system is regularly monitored, evaluated and audited, evaluated and continuously improved, which is confirmed by our successful certification in accordance with DIN EN ISO 9001\* certification.

#### **We don't just promise quality, we deliver it!**

##### **Günter Hiermaier**

Managing Director  
LIQUI MOLY Group

##### **Dr. Uli Weller**

Managing Director  
LIQUI MOLY Group

##### **Salvatore Coniglio**

Managing Director  
LIQUI MOLY Group

\*The same applies to our certifications according to  
DIN EN ISO 14001 environmental management,  
DIN EN ISO 45001 Occupational health and safety management  
and DIN EN ISO 50001 energy management.



LIQUI MOLY GmbH  
Jerg-Wieland-Straße 4  
89081 Ulm  
GERMANY

Phone: +49 731 1420-0  
Fax: +49 731 1420-311  
E-Mail: [info@liqui-moly.com](mailto:info@liqui-moly.com)  
[www.liqui-moly.com](http://www.liqui-moly.com)

