



Quality & Environmental Management Policy

Ditech delivers excellence in our products, services and solutions that ensure customer value and contribute to their success. We strive to be recognized by our employees, customers, community and shareholders as a responsible organization that conducts our business in a manner that conserves the environment and minimizes pollution. Our commitment to quality and the environment is reflected through programs focused on continual improvement and reasonable compliance with: applicable regulations, industry standards and best practices, contractual requirements and corporate initiatives. Planned, integrated and consistent efforts involving every element of our organization; create these results.

Ditech's System Said Simply: We provide the products and services our customers want, and this is not by accident. We actively consider the environmental impacts and potential impacts when making decisions and work to minimize our footprint on the environment. As our business changes, the specifics of our quality and environmental programs adapt to meet those needs.

Core Beliefs

As a leading provider of communications equipment to operators who carry the conversations of the world, our employees come to work every day understanding that it is our job to find the right solutions for our customers. We recognize that everything we do has an impact and we approach our work with an attitude of pride and determination to bring real value to our products and solutions.

Customer Excellence: Ditech recognizes that consistently delivering defect-free products on time is only one characteristic of a world-class supplier. Quality relationships with our customers are equally important. Ditech continually strives to improve its responsiveness to customers, to anticipate customer requirements, and to provide customers with top-tier service.

Employer Excellence: Participation in the development and improvement of Ditech's business model occurs at all levels of the organization. Ditech's management strives to implement and improve core value creation processes by providing employees with information, training, and opportunities.

Supplier Excellence: Ditech expects its suppliers to provide defect-free products and services that conform to our requirements. Ditech is responsible for ensuring requirements are defined clearly and delivered in an effective and timely manner. Ditech partners with suppliers committed to continual improvement in their own quality system, and to a relationship with Ditech. As part of that business relationship, Ditech expects contract manufacturing partners and key suppliers to maintain a 9001- and 14001-certified System.