

Quality Policy

At Baker Hughes, we take energy forward—making it safer, cleaner, and more efficient for people, and the planet.

Each of us is a trusted partner to our customers and we want to enable their success through everything that we

do. As part of this commitment we believe in doing the right thing always, and delivering the best quality and safest products, services, processes, and technologies in the industry.

Care: doing the right thing, always, for our customers, our people, and the environment

Policy Statement

Everything that we create is aimed at meeting the needs and expectations of our customers and is compliant with customer, statutory, regulatory, internal, and industry safety and quality requirements. However, we go beyond this, continually reviewing and improving our Quality Management System to enhance our performance, increase customer satisfaction, and achieve our organizational goals and quality objectives.

We expect every employee to share this dedication to quality and play their part in maintaining and improving quality by following these fundamental principles:

Customer focus

Passionately drive customer satisfaction with our products and services, aiming at building long-term loyalty by partnering with customers to achieve mutual success.

Compliance

Identify, understand, and ensure strict compliance with customer, statutory, regulatory, internal, and industry requirements pertaining to the safety, quality, and performance of products and services in every country we operate.

Risk management

Continually review our product and service processes. Identify potential risks, and opportunities that could affect product/service conformity and the ability to enhance customer satisfaction. Take the necessary actions to mitigate risks in order to enhance the effectiveness of the Quality Management System.

Flawless execution

Contribute to customer satisfaction and pursue quality at the source by performing each job right every time with the required competency, awareness, and authority to stop any nonconforming product or service.

Improvement

Take action to assess, simplify, and sustainably improve the effectiveness of our Quality Management System to enhance our products, services, processes, and technologies.

We shall meet these commitments through clearly documented quality objectives, routine management reviews, and an all-encompassing quality culture that employs digital analytics, Lean Six Sigma, and simplification.



Lorenzo Simonelli
Chairman and Chief Executive Officer