

Quality policy

First and foremost is our responsibility to our representatives and customers, but especially to the end users who use our products or make use of our services. Meeting their demands requires us to deliver the highest level of quality at all times.

The quality of our products and services is an integral part of our corporate policy and a decisive factor in achieving customer satisfaction and therefore a key factor in the future success of our company. For us, quality means meeting the requirements and expectations of our customers and the market.

Our integrated management system in accordance with ISO 9001:2015 is not only intended to guarantee the quality of our products and services, but also to permanently optimize work processes in such a way that errors, idle time and inconsistencies are avoided.

Basic principles

In order to achieve this objective, the following principles must be followed by all employees in our company:

- We promote innovative thinking and action in all processes and business areas.
- We offer everyone a pleasant working environment that promotes quality-conscious work.
- We rely on each individual employee to take responsibility for the quality of their work in the workplace.
- We eliminate identified causes of errors immediately and report them to the quality manager.
- We check every work process to ensure the safety of people and the environment at all times.
- We treat the company property entrusted to us with care and keep it in good condition.
- We motivate our employees to contribute their skills, knowledge, ideas and performance to the best of their ability.
- Our company relies on flexibility and efficiency to ensure that delivery deadlines are met and delivery reliability is guaranteed.
- We promote and maintain bilateral, open and timely communication in all areas of the company.
- We attach great importance to friendly and technically competent support for our customers and sales partners.
- We treat our customers and suppliers fairly and allow them to achieve an appropriate margin.
- We try to avoid waste from industrial production as far as possible through optimized processes.
- We separate industrial and other waste according to our disposal concept.
- We keep our workplace and our working environment clean and tidy.

Conclusion

Quality is the result of careful consideration. It is the focus of every single employee and is created at every workplace.

As every employee is responsible for the quality of their work, we demand a high degree of personal responsibility.

It is the constant task of the entire workforce to ensure that the quality management system is lived, implemented and further developed so that we can continue to meet the high expectations of our customers in the future.