
Quality Policy

Our Quality Policy is established by the Management Board. It is reviewed regularly to ensure that it is relevant and appropriate, and adapted as necessary. The quality management principles are an integral part of our company philosophy.

■ Customer focus:

Our customers set the standard for our quality, because their opinion of our products is what matters. For us, quality means understanding specified as well as unspoken customer expectations, fulfilling them, and exceeding them wherever possible. Quality also includes processing inquiries, offers, and orders correctly, quickly, and on time. Meeting deadlines, competitiveness, availability, reliability, and cooperation are other criteria by which we are measured.

■ Leadership:

Our managers align the purpose and orientation of the company. They create and maintain an internal environment that empowers all employees to work to their fullest capacity to achieve our company's goals.

■ Inclusion of all employees:

At every level, our employees make up the essence of our company. Full inclusion of our employees allows their skills to be used for the benefit of the company.

■ Process-oriented approach:

The desired result can be achieved efficiently if all of our activities and the associated resources are led and managed as a process.

■ Continuous improvement:

Continuous improvement of our company's overall performance and effectiveness as well as of our quality management system is an ongoing goal for the company.

■ Factual decision-making approach:

All effective decisions are based on an analysis of data and information.

■ Statutory and official requirements:

Our systematic policy management determines all of the applicable statutory and official requirements. Our company observes the statutory requirements and requirements from supervisory authorities, and is committed to fulfilling these.

■ Risks and opportunities

Through the risk management rules, all risks that can potentially influence our product and service conformity and customer satisfaction improvements as well as the context of the company are documented and addressed. By continuously reviewing the associated information, we ensure that our strategic orientation and portfolio remain up to date and in line with the market.

■ Environment and sustainability

Protecting the environment and practicing sustainable management can secure our future. The environmentally friendly and sustainable use of resources in our work is thus an especially high priority. We take responsibility for the environment and society, and we raise awareness about sustainability among our employees.