

## Quality Policy

Our comprehensive integrated management system is based on ISO 9001. Our economic target is a long-term, result-oriented growth to secure the jobs in future.

### **Customer orientation**

We strive for a long-term customer relationship, which is characterized by integrity and evolves with the customer's requirements.

Satisfied customers is the measure of our success. This is reached by definition and pursuing our targets as well as of complying with our priorities:

- Product quality,
- Product safety,
- Adherence to schedules
- Optimal service on each order.

### **Zero-defect philosophy**

Our aim is the consequent realization of a zero-defect philosophy. Zero-defect quality in all products and processes is the prerequisite for securing the company's future.

It is not a result of audits but has to be integrated into the system and into the processes.

This is secured by our tested and sophisticated processes, that's why we keep a special eye on: the comprehensive planning of all processes, especially on our manufacturing processes.

### **Employees**

Each single person is an important part of our company. The trusting and constructive cooperation is the result of our naturally open and honest relationship within the company.

Leading managers are responsible to ensure a decent working environment. This includes an intensive training as well as full information according to the requirements of each workplace.

### **Continuous improvement**

We work on a continual improvement of the product and process quality and not only for our products and services but rather for all business processes.

To generate quality environmentally compatible in a safe sphere we act on all levels.

We commit ourselves to meet the above-mentioned requirements where applicable and review the effectiveness of our integrated management system by regular audits.