

## **Our quality policy**

### **Quality ensures the aims of the company**

The quality is part and parcel of our business culture. It ensures, that we remain an accredited, fair, capable and flexible partner and that we achieve the aims of our company. It is a precondition for a controlled growth and for safeguarding the future of our company.

### **Quality implies customized solutions**

Our target is, to satisfy the expectations of our customers by our achievement. We would like to fulfil our obligations without faults, in high and constant quality, on schedule, after economic aspects and for a mutual advantage.

### **Quality demands a continuous improvement process**

In all divisions, concerning our achievements and concerning our courses of business we follow the strategy of continuous improvement. All employees are involved in this process.

### **Quality requires direction**

Our employees are the most important capital of the company. The management has the duty to encourage them according to their ability.

### **Quality requires the involvement of all employees**

We want to assure a long-term success of the company by the involvement of all employees into the continuous improvement process, by employees closely bound to the company and by an open information policy within the company.

### **Quality needs new ideas**

The management requires and encourages the contribution of new ideas from inside and from outside. We ask all employees to express their innovative ideas.

### **Quality avoids mistakes**

Our quality management is concentrated on avoiding mistakes and on discovering them early enough. We take selective measures to eliminate the causes of fault and to avoid that these faults reappear.

### **Quality demands the involvement of our suppliers**

We consider our suppliers as partners. We expect that they deliver only high quality products, that they deliver on schedule and that they react flexibly to our requests.