

Quality management **Corporate policy** __

Increase in customer satisfaction

Optimisation of after sales service

Expansion of global market presence

Achieving competitive advantages

Our corporate goal is to create customer benefit. The customer is recognised by all employees as the focus of our company's efforts and is at the heart of everything we do. We provide our customers with products and associated services that are tailored to their requirements and offer sustainable solutions. In addition to our close proximity to the markets, we also regularly analyse customer satisfaction. The resulting customisation of products and services to our customers' needs ensures more intensive customer relationships and secures the long-term existence of our company. Only the highest quality and the complete fulfilment of customer requirements will ensure our success and keep us ahead of the competition.

Success-orientated resource planning

We pursue the continuous minimisation of errors for our products and services. The necessary and economically justifiable measures are taken to achieve these goals.

Optimisation of product quality

Optimisation of manufacturing processes

The continuous improvement of product quality and all processes is a central component of our actions. We regularly measure the quality performance and cost-effectiveness of our processes using suitable key figures, evaluate the results and initiate measures in the event of deviations to ensure success. We focus on innovations and efficiency improvements. We also place this requirement on our suppliers.

Creating meaning for all

Our employees are the key to high quality. The targeted selection, induction, training and sensitisation for quality, environmental protection, energy and occupational safety ensure the necessary qualification and motivation of our employees. The health and safety of our employees is our top priority. We therefore organise our processes in such a way that we focus on the health and safety of people and keep harmful effects on the environment to a minimum.

Sustainable success

We are happy to make our contribution to society by attaching particular importance to protecting the environment and conserving resources. We are committed to the sustainable management of resources and recognise our responsibility to posterity. We work in compliance with standards, statutory regulations and environmental and energy-related requirements. Our management systems fulfil the requirements of DIN EN ISO 9001/14001/50001.

The economic efficiency resulting from our policy is a guarantee for secure jobs and for the future of our company. Our quality policy has been made available to every employee by handing out the QM/UMEM management brochure.

Attendorn, June 2023

M. Rosenberg


Management