

Quality policy

Objective

Exceptional quality of products and processes is paramount. It forms the basis of and is a prerequisite for guaranteeing customer satisfaction and therefore the long-term success of our company. Quality targets are high priority and are based on customer needs and expectations. Integrated quality management allows us to effectively and efficiently reach these quality targets.

Responsibility of the management team

The Executive Board accepts its responsibility with regard to quality management and is committed to maintaining, assessing and improving the quality management policy as part of our integrated management system and supplying the necessary resources.

Our management team strives to achieve our shared ambitions and values and creates an environment within the company which allows our colleagues to work towards fully meeting the company's targets.

Responsibilities and competencies

The Executive Board is responsible for defining and monitoring the strategic quality targets and associated measures.

The operative quality targets and associated measures applied to processes are derived from the strategic quality targets. The individuals in charge of process and quality management are responsible for implementing and monitoring targets, identifying quality issues and risks and defining corrective and preventative measures. The Executive Board has a supervisory role.

Customer focus

We understand quality to be the fulfilment of customer needs and expectations. We aim to understand the current and future needs of our customers, fully meet their requirements and identify their expectations at an early stage. In order to achieve this aim, we cultivate close relationships with our customers and maintain customer-focused business processes.

Employee involvement

Motivated, responsible employees make up the most valuable and important driving force behind our company. They are involved in company responsibility. A decision-making process that is based on the relevant area and hierarchical level allows business decisions to be made by analysing data and information at the levels where the information is available and their scope can be assessed.

We expect and encourage our colleagues to develop their skills in a systematic manner and use their shared knowledge efficiently.

Continuous improvement

We demand and encourage continuous improvement in the overall performance of the company. To this end we operate a systematic, consistent and continuous improvement process (CIP) at all levels and in all processes of the company.

Process management

We run a process management system across the company which enables us to achieve our corporate targets effectively and efficiently. As part of this, we value standardised, robust and capable processes in particular.

We operate a systematic integrated management system which covers quality, environment, occupational safety, health protection and risk management.

Supplier relationships with mutual benefits

We maintain collaborative relationships with our suppliers that produce mutual benefits.

Communication

All internal and external interested stakeholders are notified of our quality policy and given access to it.