

Quality Policy

It has always been our goal to provide our customers a good service through:
Product quality, delivery reliability and dependability.

We want to maintain this objective also in the future and secure it through:

- the introduction and maintenance of the quality management system according to DIN EN ISO 9001: 2015
- a rational procurement and warehousing to ensure our ability to supply
- a constant education and training of our employees, to promote quality awareness and thinking in terms of cost and make them act on their own responsibility and service-oriented according to the requirements of the Market.
- qualified sales staff which has not only good product knowledge, but also shows understanding for the problems and wishes of our customers
- a modern EDP and communication system to optimally handle and present all processes

The target of all our activities is the satisfaction of our customers, to whom we want to be a competent partner in order to achieve a long-term business relationship.

Declaration of principles for the QM system

For the fulfillment of contractually agreed customer requirements, for planning, implementation and monitoring of all quality-relevant activities we implemented and certified in our company the Quality Management System according to DIN EN ISO 9001: 2015 which will be practiced in the complete company.

The QM documentation, which consists of e.g. Procedural instructions, work instructions, is mandatory for all employees at the Markdorf location.

The top management's job is to ensure that the QM system is maintained and information regarding the performance of the QM system and necessary improvements (e.g. on the basis of realised internal audits) are reported regularly. Furthermore the top management continues to promote the awareness to fulfill the customer demands in the company.

Therefore the top management demands the support of the management and all employees in the company.

By the use of the aforementioned measures the described quality policy of the house should be realized. Thereby the quality policy functions as a binding guideline for all employees for quality-conscious, customer-oriented and responsible action.

Markdorf, 16. April 2018

Javier Ortiz de Zárate
General Manager