

# Principles for **QUALITY**

## **We aim for customer satisfaction**

Our customers expect us to fulfill their expectations. We achieve true customer satisfaction if we are better than they expect.

## **Everyone is responsible**

Quality is not produced in a quality department. Each person has the responsibility for the tasks done and vouches for the highest quality of the work completed. Environmental protection and the careful use of resources are only possible if everyone contributes in the place they work.

## **Trust, competence, and motivation are our corporate principles**

We respect the work and dedication of our colleagues and strive to be even better in our job through continuous training.

## **Let's make improvements**

In everything we do, we strive for the better. In our products, their safety and value, in the fulfillment of our work, in our relationships to people and in the way we treat our environment. To ensure that the efforts we make achieve the desired results, we have established a certified quality management system that is continuously improved and adapted to changing requirements.

## **We can't afford low quality**

We must be able to afford good quality! Quality and price should be in balance with each other. We focus on punctuality, economy and error prevention.



Dr. Friedrich Santner