

## SOLUTIONS TO EASY UP YOUR LIFE.

### **K** eep satisfaction

The focus of our actions is always the satisfaction of our customers. We endeavor to maximize customer satisfaction through competent advice, short service provision times and high delivery date reliability.

### **R** ules

Our corporate guidelines strictly and bindingly regulate all quality assurance processes and aim to promote our zero-defect policy. In addition, we always try to make life easier for our customers and, as far as possible, to consider the special quality requirements of our customers and to integrate them into our processes.

### **M** embers

We secure our future and the satisfaction of our employees through the individual promotion and qualification of our staff. We therefore regularly check the need for training and further training measures.

### **A** ssortment

Externally manufactured parts are exclusively purchased from selected and monitored suppliers and undergo a quality assurance process. We also strive for trusting, fair and long-term business relationships with our suppliers and customers.

### **R** esource efficiency

To generate the highest level of satisfaction, our processes are kept lean and kept simple and goal oriented. We subject all processes to a living culture of improvement to continuously optimize throughput times and service provision processes. We communicate efficiently and cooperatively across all levels to be able to make our decisions in a comprehensible manner.

### **Q** uality policy

Our quality policy includes and welcomes the constant review and critical examination of our processes by using suitable key figures.

### **S** ecurity mechanisms

Identified weaknesses are immediately and permanently eliminated by means of suitable countermeasures. We actively involve our employees across all departments in the development and implementation of countermeasures. In doing so, we rely on methods and instruments that are suitable for us to solve problems.

### **P** roduct quality

The product quality is ensured by our processes, the quality check is only a supplementary instrument. We fulfil all relevant legal requirements and obligations towards all our stakeholders. We base our service provision process on the requirements of the ISO 9001:2015 standard.