



## Guiding principles for quality

1. We want satisfied customers. Therefore, high quality of our products and our services is one of the highest company goals. This also applies to services provided under our name in trade and customer service.
2. The customer sets the standard for our quality. The customer's judgment of our products and services is decisive. Quality must be continuously improved.
3. The quality target is always "zero defects" or "100% correct".
4. Our customers judge not only the quality of our products, but also our services. Deliveries must be made on time.
5. Requests, offers, samples, complaints, etc. must be processed thoroughly and quickly. Promised deadlines must be strictly followed.
6. Every employee of the company contributes in his or her place to the realization of our quality goals. It is therefore the task of every employee, from trainee to managing director, to perform flawless work. Anyone who recognizes a quality risk and cannot eliminate it within the scope of his or her authority is obliged to inform his or her superior immediately.
7. Every job should be done right from the very beginning. This not only improves quality, but also reduces our costs. Quality increases profitability.
8. Not only the errors themselves, but the causes of errors must be eliminated. Error prevention has priority over error elimination.
9. The quality of our products also depends on the quality of purchased parts. We therefore demand the highest quality from our suppliers and support them in tracking our common quality targets.
10. Despite the greatest care, errors can still occur occasionally. For this reason, numerous tried and tested methods have been introduced to enable errors to be detected in good time. These methods must be applied with the utmost consistency.
11. Reaching our quality targets is an important management task. The quality of work is given particular weight in employee performance appraisals.
12. Our quality guidelines are obligatory. Additional requirements of our customers must be observed.

### **Basic rule:**

1. Do not accept any mistakes.
2. Do not make mistakes.
3. Do not pass on any errors



**Implement consistently!!**