

# Our quality policy

## **Customer satisfaction as the top priority**

We currently serve almost 5,000 customers in all areas of industry, automobiles and aviation. Some of them place the highest demands on our services and the quality of our products. It is important to us to consistently meet these requirements of our customers for the quality of our work.

## **Quality must be implemented**

The quality of the goods is only one factor of a successful company. Quality consists of many points. The right handling of results as well as the right conclusions are a key to quality. All product-related regulations such as drawings and DIN standards must be checked for feasibility and their conformity must be guaranteed.

## **Only the highest quality ensures our success and the lead over the competition**

Permanent improvement of processes and the constant optimisation of our services are our key to success. The goal is 0-defect delivery and, if possible, 100% delivery reliability. We can only achieve this by openly dealing with errors and corresponding corrective processes to avoid them in the future.

## **Continuous quality improvement**

Those who have stopped getting better have stopped being good.

## **Completely satisfied customers**

Customer satisfaction is our top priority. The customer is our most valuable asset. Nevertheless, we attach great importance to a friendly and cooperative relationship. One-sided business relations are not in line with the mission statement of our company.

Customer satisfaction consists of friendly and competent advice, adherence to delivery dates and, of course, faultless delivery.

## **Quality through leadership**

Managers are the role model for all employees. Therefore, they must formulate clear and achievable goals and support everyone in achieving them. Here, too, it is important to work together, away from all levels of the hierarchy. Only with each other can the goals set be achieved. Integration and motivation should be the links here.

## **Our employees are the key to high quality**

Quality is directly influenced by the performance of our employees. Only motivated and trained employees can maintain this demand. Therefore, we attach great importance to constant discussions among each other. The integration of all employees and of course the corresponding remuneration is an important point for us to keep the performance of all at the desired level.

## **Quality through thought and action**

Quality is influenced by our thoughts and actions. In order to achieve our quality goals, the skills and quality-oriented thinking of our employees must be continuously developed.



**Wälzkörpertechnologie GmbH**  
**Rolling Components**