

Quality policy

Quality policy represents an integral part of our business strategy. Accordingly, in order to achieve our corporate goals, we employ five binding principles:

Satisfied customers constitute the basis for the successful future of our company

We achieve this objective through:

- The inclusion of our customers in our development processes
- Joint product development
- Rapid reactions to customer needs and enquiries
- The speedy handling of customer complaints
- The uniform top quality of our services
- The systematic determination of customer satisfaction levels in order to define potential for improvements
- An integrated, tailor-made QM system, which at a minimum corresponds with ISO 9001

Capable and motivated personnel who represent our high achievers

We achieve this objective through:

- The selection of employees of outstanding character and with excellent skills
- The ongoing basic and further training of the company's high achievers
- A constant raising of quality awareness levels
- The joint formulation of objectives
- The inclusion of all the affected employees in decision-making
- An open information policy, an excellent working atmosphere and team spirit
- The transfer of process responsibility to the personnel involved
- A fair remuneration system in line with performance
- The creation of long-term bonds between employees and the company

Reliable suppliers are our partners in the realisation of the wishes of our customers

We achieve this objective through:

- The targeted selection and assessment of our suppliers
- Long-term partnerships
- The inclusion of our suppliers in improvement processes
- Strict, systematic supplier evaluations

We make continual efforts to improve the efficiency of our processes

We achieve this objective through:

- The description of every process by the affected personnel
- The sensitisation of process owners with regard to essentials
- Ongoing company process optimisation by means of interdepartmental teams
- The continual setting of targets and their assessment

Long-term profitability represents the foundation of company security

We achieve this objective through:

- Systematic improvements in performance and results
- An intelligent and attractive offer policy
- Service and performance quality of the highest standard
- Far-sightedness with regard to shifts in customer requirements
- The development of new competences
- The permanent evaluation and optimisation of the value added process
- Periodic quality audits in order to assess the effectiveness of the QM system

Following its signing by the executive management, this quality policy statement shall be valid and binding for all employees


Helfrid Mooshammer
CEO, Executive Management Quality Officer

Salzburg, 21st January 2002