



VEYHL POLICIES REGARDING QUALITY

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Client satisfaction

Our highest aim is client satisfaction and in order to achieve this we seek to ensure our concept of service (innovation, design, construction, prototype building through to serialised products) through the implementation of regulated procedures. Our strengths lie in our flexibility, reliability and ability to identify ourselves with the requirements of our clients and all that that entails.

At the close of every calendar year client satisfaction is assessed by means of a questionnaire.

Ongoing process of improvement

There is an ongoing process of improvement which is an absolute fixture within the company and which is constantly subject to review and further development.

Employees

Within the Veyhl company we view each other as clients and partners and we firmly believe that our employees are the only ones who can achieve our aims. It is only through the contribution of all our colleagues and employees that we are able to realise our targets. This entails making concerted efforts above and beyond spheres of responsibility and seeking whenever possible to make our colleagues' and successors' work easier, not harder. There is absolutely no need to try and cover up mistakes. Errors and mistakes do happen and through errors we have the opportunity to improve. We do not believe in apportioning blame rather measures can then be implemented in order to avoid mistakes in the future. Step by step improvements ensure our continuing progress. Improvements stem from our employees' ideas and each of them is an expert in their own area. All heads of departments are obliged to take heed of ideas presented by employees in a positive light, to assess them in all seriousness and, if necessary, offer support in their implementation. Success is brought about through personal contribution. We expect a tangible contribution to the success of our company to be made by every employee.

Suppliers

Our suppliers are also our partners and part of our commercial procedure as we view it.

Growth and yield

Each employee contributes to the realisation of our company's aims through his / her independent, responsible and commercially orientated activities. We ensure our own work places by continually working on staying ahead of our competitors and by pursuing a policy with regard to quality of "zero errors".

Safety and environmental protection

We seek to promote a positive sense for the environment amongst our employees through the use of environmentally friendly work materials, agents and products. We wish to avoid any unnecessary risk and all demands and requirements, whether legal, or posed by administrative bodies or authorities, are strictly adhered to.

Communication

A free and candid form of communication is the criterion for being able to react rapidly and forms the basis for competent and motivated employees. This is achieved by holding daily and weekly discussions, company meetings and half-yearly information meetings and the company notice board.

Hygiene

We pay particular attention to hygiene and make sure that all areas of our company are kept in tip-top condition through regular cleaning.