

Quality Policy of the SULO-GROUP

In the SULO management system customer requirements are decisive for designing internal processes. An effective quality management is supposed to increase customer satisfaction by understanding and complying with customer requirements.

It is the job of the quality management representative to promote the awareness in the company in terms of customer requirements.

In order to guarantee high quality standards and to continuously improve its processes SULO implements a quality management system in compliance with:

DIN EN ISO 9001:2008

Our actions are defined by the following principles:

Quality as a Basis

- Quality is the basis for all activities at SULO; every employee has to contribute a considerable share to quality.
- Zero-Fault-Quality of all products, processes and services is a precondition to safeguard the future.
- It is our ultimate ambition to win fully satisfied customers. In order to achieve this we want to professionally identify customer requirements, give expert advice, develop and produce reliable products which are easy to serve, provide fast and smooth order processing, deliver on time, provide the required documentation in time and in a comprehensible manner as well as implement specific framework conditions.
- For continuous quality improvement an unconditional commitment to quality in the individual job is expected from every employee as well as the active contribution to continuously improving the quality of products, processes and services.

Quality based on Thinking and Practice

- In order to achieve the quality objectives the capabilities of all employees in terms of customer-, quality- and process-oriented thinking and practice are to be continually further developed and trained.

Quality by Management

- The management acts as a role model for their employees. The management has to formulate clear, achievable objectives and offer support to the employees when implementing them. The management as well as the employees are responsible for accomplishing these objectives.

Herford, 03rd November 2009