OUR QUALITY POLICY

heinrichs drehteile

The quality achieved by our company is essential for keeping our customers satisfied – and so keeping all of us in a job.

We must make every effort to meet our customers' needs and expectations in terms of quality, the environment, occupational safety, costeffectiveness, and sustainability.

This can be achieved only if the company pulls together with the help of all departments, and each and every employee. Everyone is personally responsible for our business success.

Our top priority here is the zero-defect target – and we aim for defect prevention rather than detection. But we also foster a positive approach to learning here, rather than a "blame culture".

The pursuit of continuous improvement throughout all of our company processes, the avoidance of waste, an open and active culture of knowledge sharing and communication, together with targeted basic and advanced training measures are key preconditions for attaining our quality goals.

It also goes without saying that we invest continuously in our modern pool of machines and plant, in high-quality and adequate work tools and equipment, and in a clean, tidy, safe, and welcoming work environment.

Our suppliers and service providers, who we pick based on stringent quality and environmental criteria, also make an equally important contribution to company quality. We strive to achieve trusted and longstanding relationships with our partners.

Quality in all of our processes is a philosophy that we put into practice each and every day.

signed, The Management

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