

Quality Policy**Success through innovation**

For around half a century, the Schiebel name has stood for competence, innovation and top-quality, well-recognized high-tech products. With our experience and the ongoing development of our technical expertise, we are committed to meeting the requirements of markets and customers as comprehensively as possible. As the market leader in the high-tech sector, it is essential for us to observe the market with foresight and to recognize and take into account future requirements. Long-term success requires constant profitability. Our process-oriented management system is based on the standards DIN EN ISO9001 and ÖNORM EN9100, both serving as a basis to achieve the classification as aviation-certified company according to Part 21.

The customer as a yardstick for quality

For us, quality means taking the individual requirements of our customers into account and sustainably satisfying them with products, services and information that meet their needs. The decisive factor here is the way in which the customer perceives quality. In order to evaluate this, we actively collect feedback from our customers in order to assess delivery reliability and customer satisfaction.

Long-term partnerships

We strive for a long-term, reliable partnership with our suppliers, which is why we integrate them into product development at an early stage. In line with our high quality requirements, we help our suppliers with their further development and cultivate respectful, polite and appreciative ways of dealing with our business partners.

Personal responsibility and organization

Each and every employee contributes to the achievement of our quality goals within the scope of their own activities. This applies to all areas of our company. In addition to professional, social and intercultural competence, our employees are also required to think and act in a business-minded way.

Continual improvement

Quality is the result of a systematic, ongoing process with the aim of continually optimizing effort and performance. The organization's development is based on the PDCA model and goes hand-in-hand with the further development of our management system. Risk is part and parcel of our work. We learn from our mistakes, use them to improve our processes and their results, and always work in a solution-oriented way. Our employees always have access to further education and training opportunities. We achieve continual improvement through the use of appropriate management and quality tools.

Quality is everyone's business

Our employees are bound by the Quality Policy and, as part of our company, are committed to it. Each individual makes his or her contribution to the quality goals we have set ourselves through exemplary behaviour and flawless performance in terms of quality. Our managers promote quality awareness among the staff by way of setting an example and providing targeted training.

Respect, communication and teamwork

Teamwork forms the basis for the effective and efficient implementation of requirements. We pay attention to our communication culture by treating each other respectfully, politely and appreciatively in order to ensure that essential information is communicated in the best possible way and to obtain relevant knowledge. We set store by punctuality and fair behavior.

Processes

We design the structure and processes of our company carefully, deliberately and transparently for everyone, and these are regularly audited, thereby ensuring that our products and services meet the quality requirements of our customers. We include the wishes of interested parties in the planning and design of our processes, as far as they support the goals of our customers.

Compliance

To ensure legal compliance and occupational safety, we follow the requirements laid down by the law and act in accordance with applicable standards. We provide our employees with the necessary equipment and expertise to prevent injuries and illnesses.

Safety and reliability

We are committed to constantly improving the reliability of our products in order to ensure the safe use of our products. We therefore periodically determine our potential (organizational and operational) risks and derive appropriate measures from them to minimize or avoid the identified risks.