

#### **Customer satisfaction**

For us, customer satisfaction means meeting the wishes and demands of our customers in the best possible way.

## **Cost optimization**

Cost optimization means for us through high quality environmental and safety-conscious services to improve processes.

## **Product optimization**

It is important to analyze and recognize potentials and to continously develop our products in compliance with the applicable legal obligations and quality requirements.

## Quality environmental and safety awareness

The available resources are to be used efficiently and gently, to minimize environmental impact and health risks and to act as sustainably as possible.

# **Quality standards**

Through product control and continuous improvement, required quality, environmental and safety standards are ensured or continuously improved.

# **Employee satisfaction**

For us, employee satisfaction means employing motivated and enthusiastic employees who identify with our product and share the joy of working and succeeding with us.

## **Continuous improvement**

Carried out by customer feedback, interdisciplinary idea management, auditing and the collection of key figures and industry benchmarks. The resulting information provides the basis for continuous improvement of our integrated management system

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