

QUALITY GUIDELINES.

VERSION 3.04 - 04/2021



INTELLIGENCE
IN
GRAPHITE

Basic principle

The quality of our products and services is the decisive factor in determining the success and competitiveness of Graphit Kropfmühl. Our management system is based on international standards, most notably ISO 9001.

We are committed to implementing all necessary and reasonable measures to always fulfil our customers' requirements.

We provide our personnel with the best possible training with a view to achieving this. We constantly involve all employees in the continuous improvement process to optimise quality, service, costs and technology.

Comprehensive quality

In addition to the product, our quality commitment also encompasses processes, services, information and our image.

The customer sets the benchmark for quality

The quality perceived and demanded by each individual customer is decisive.

Quality and company success

We believe the prerequisite for sustained, long-term success is the flawless fulfilment of the performance and services promised to internal and external customers.

Personal responsibility / organisation

Every employee is personally responsible for quality within their work and scope of responsibility at the company. This applies across all areas of our company. In addition to specialist, social and intercultural competencies, this also demands entrepreneurial thinking and actions from our employees.

One of the most important ongoing management tasks is fostering consciousness for quality across all levels of the company and supporting this with specific training measures.

Continuous improvement

Quality is the result of a systematic and continuous process aimed not only at fulfilling our service promises, but also constantly optimising outlay and performance.

We expect each of our employees to plan, prepare, execute, check and document their actions in a way which delivers on our "zero errors" goal and the concept of continuous improvement.

Identification

As part of the company, Graphit Kropfmühl employees carry responsibility for this quality policy. Every individual contributes to achieving the quality goals we have set ourselves by providing exemplary behaviour and flawless performance quality.

