

Quality Policy

The quality policy at VetterTec is derived from the company group's vision and mission. Both of these – vision and mission – have been discussed by the management and defined as follows:

Vision

- "We wish to be the preferred supplier for our clients in our selected industries and areas of application."

Mission

- "Our mission is to offer our clients and shareholders an added value by providing optimum technology which is based on our know-how and achieves satisfying results."

The vision and the mission specify the basic orientation and thus the derived objectives and necessities / preconditions / requirements to be fulfilled.

To achieve this, it is necessary:

- to be a reliable supplier, to act and react in an appropriate manner and to support clients in all matters
- to provide solid engineering to the latest technical standard and continuously develop this
- to offer benchmarking at a good price-performance ratio (engineering leadership)
- to act responsibly and set up a responsible partnership with our clients and suppliers and continuously develop this

We can approach these higher-order objectives by:

- further developing our expert knowledge about our technologies and continuously optimizing performance and costs whilst doing so
- implementing our core processes in an optimum way and constantly reviewing these
- clearly defining our product portfolio in order to be able to react quickly and effectively to technical and commercial challenges
- offering our clients support and consultation and the sale of our products at a good price-performance ratio at a high quality standard
- selecting, building up and maintaining relationships to key suppliers
- ensuring that our employees do justice to these ambitions, hence their careful selection, support and appropriate training

Our top priority objective is client satisfaction. Because satisfied clients pay, buy spare parts, take advantage of maintenance and service. They are generally satisfied, because the delivery and performance are in line with their expectations. This means satisfied clients will probably buy from VetterTec again next time they need something. A good principle result and company growth are only possible if this objective is achieved adequately.

The above-mentioned vision results from this objective. The respective tasks for the individual company functions are derived from this. At VetterTec, the objectives are checked and reviewed every year, and re-defined if necessary. Depending on the type and content, this takes place on senior management level or one level below this.

Kassel, the Eighteenth of July, 2019

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