



Customer satisfaction

Our customers are the focus of our entrepreneurial way of thinking and acting. By quality, we understand not only the fulfilment of customer requirements, expectations and wishes, but also the appropriateness of the processes involved. The satisfaction of our customers is our primary obligation. Our objective is to provide services and products that completely meet the needs of our customers. We cultivate intensive, cooperative relationships with our customers and our joint success is always the focus of our activities.

Continuous improvement

By establishing appropriate measures and objectives, we are committed to the continuous improvement of our performance and, as a result, to the effectiveness of our integrated management system. We regularly assess the achievement of objectives and the remaining risks on the basis of key figures in the areas of quality, health, safety, energy and environmental protection. This continuous assessment allows us to react in good time to any deviations. In addition, a structured management of measures ensures our success.

Employees

Our employees are the key to success. With the help of targeted instruction and personalised training, we qualify, sensitise and motivate our employees to ensure quality, environmental protection, energy management and occupational safety. In this way we establish the basis for economic action and therefore for our corporate success.

Personal responsibility

All employees are responsible for the efficiency of the processes and the successful provision of our services. By means of responsible tasks, we specifically require and promote the awareness of our employees for our processes, products and services.

Occupational safety

Our utmost attention is paid to the occupational safety in the company and to the protection of the health of our employees. Our processes and workplaces are always designed in such a way that the focus is on the health and safety of the people. Furthermore, it is our declared objective to avoid material and environmental damage. In order to achieve this objective, we commit ourselves to record and evaluate existing risks systematically and to minimise or exclude them by means of appropriate measures.

Environment and energy

With our range of services for repair and assembly replacement, we offer our customers resource saving services. By means of our sustainable procurement of spare parts and assemblies, we make another important contribution and actively support our customers in terms of environmental protection. An additional certification according to DIN ISO 14001 at many of our locations underlines our environmentally conscious way of thinking and acting. By means of our active energy management, we also save resources, promote climate protection and reduce the costs of providing energy.

Sustainability

Sustainability is an integral part of our corporate strategy. Our goal is to offer innovative services worldwide that contribute to the sustainable success of our customers. Through our sustainable management, responsible handling of climate change and resources as well as compliance with legal and energy-related regulations, we ensure that we keep our ecological footprint as low as possible, improve our performance and strengthen the future viability of our company.

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