

Statement on quality policy



Erstellt und geprüft von: QM

Freigabe durch: GF

Version 6 vom
25.03.2022

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The quality policy of the company EL-NE Elektrotechnik is determined by the management and has the following goals:

I. Customer Satisfaction

Our customers are our partners. We want to make our products and services available to our customers at the agreed quality, the agreed scope of services and within the agreed delivery time.

II. Quality

We have high demands on ourselves and on the quality that we deliver. We always strive to deliver or exceed the agreed quality for the customer. In addition, we are committed to the continuous improvement of processes and products

III. Economic Price

We try to give our customers a price that makes them competitive on the market. We try to achieve this goal through efficient production, strategic purchasing, and reliable partners.

IV. Growth

We try to gain more market share through short delivery times, an economical price and very good quality.

V. Scope of services

We try to give our customers a price that makes them competitive on the market. We try to achieve this goal through efficient production, strategic purchasing, and reliable partners.

VI. Employee satisfaction

The qualification and motivation of our employees is a fundamental prerequisite for our company's success. It is therefore important to encourage and support employees through training courses with the necessary knowledge. The employees are also requested to continuously contribute to the improvement of the QM system.

VII. Interested Parties

Interested parties are considered as follows:

Customers:

- Competitive price
- Compliance with customer requirements (quality, lead time.etc.)

Suppliers / external providers / cooperation partners:

- We maintain a partnership relationship with our suppliers to enable a win / win situation for both sides

Owners:

- The owners have an interest in the continued existence of the company and in the growth of the company.

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Employees: See Section VI

Banks / insurance companies:

- We see the banks and insurance companies as important partners in the organization and work to ensure that the relevant requirements are met on an ongoing basis.

Authorities:

- We undertake to comply with the relevant and legal requirements within the scope of our possibilities.

Competitors:

- We are committed to a fair competition.

All interested parties have an influence on the success of the company.

The management also sees it as a key task to fundamentally regulate the responsibilities and processes for all quality-influencing activities and factors. In this context, an "identification of the context of the organization" was carried out by the management. The resulting risks and opportunities are continuously evaluated.

The management informs itself about the quality situation at regular intervals in order to evaluate the effectiveness of the QM system, to continuously improve it through appropriate corrective measures and to monitor their effectiveness. Written records are kept and retained.

The management commits itself to use the QM system described in this QMH.

Each body named in the QM manual and the process instructions is responsible for ensuring that the specifications made to ensure the quality of the services to be provided are complied with in all areas of their responsibility. This includes the responsibility of all employees to ensure compliance in their area of responsibility.

All employees are actively involved in quality responsibility and thus - each in their own place - make their contribution to quality management.

All areas of the company that deal with the processing of customer orders have access to the QM manual, the QM process instructions and the QM work instructions.

Hallein, March 25th 2023