



QUALITY POLICY

Corporate philosophy

Our complete production and services are geared to the needs and wishes of our customers and the prevailing market requirements. All processes are consistently monitored for feasible improvements in order to guarantee the optimal and continuous quality of our products and a customer-friendly service. This is the prerequisite for consolidating the trust given in our reliability and the high technological standard of the products that are manufactured in Neuenrade and sold worldwide - and thus to clearly set ourselves apart from our competitors.

Goals

Our quality objectives are based upon the expectations of our customers with the integration of our suppliers as well as taking the economical aspects into consideration. The decisive factors for this are:

- the greatest possible customer satisfaction
- the continuous improvement of productivity
- the reduction of faults
- the close cooperation with key suppliers

Customers

Our customers are our challenge. Every single order received represents a vote of confidence for the capabilities of each and every department and all manufacturing processes at Elisental. We consider it our duty to continuously confirm our trusting cooperation with our performance, reliability and service.

Suppliers

The involvement of capable suppliers is the precondition for an efficient cooperation between the customer and Elisental.

Products

Our product diversity is Elisental's sign of strength. Consequently, it is necessary to continually optimise the quality of our products to suit the needs of our customers. This is the guarantee for our future.

Product safety

A high standard of product safety is an important part in the mosaic of consolidating the close ties of our customers to the company. Product safety means the exclusion of all possible risks. From the examination of the contract, to the procurement of our raw materials and the production, to the shipment of our products – their application in our customers' processes in very different sectors is safeguarded by using monitored processes, be it in the automobile industry, the foodstuffs industry (in particular, the assurance of the requirements for more stringent hygiene guidelines with regard to food safety), the construction industry and many others. The compliance with the product requirements is essential in order to exclude the endangerment of the customer's or end user's health.



Staff

Motivated and qualified employees are our potential for success. And we intend to continually utilise this potential. It can only grow through the effective interaction of all powers, that means the smooth collaboration within and between the individual departments. Each and every employee is aware that their work is a part of a whole and is mostly the preliminary stage to a subsequent activity in another area. Motivation, unconditional commitment and professional expertise at all levels are the trademark of our enterprise.

Environment

We have made it our obligation to act with utmost responsibility towards the environment and nature.

Information

Amongst our key responsibilities is the internal and external transfer of information.

Obligations

We wish to be exemplary in all our decisions and actions and commit ourselves fully to our company. In this fashion we ensure both to meet the requirements agreed with the customer and to supply the customer with a predefined quality as well as meeting legal and official requirements. Our Quality Management System, which is continuously improved, is a tool that enables us to fulfil our obligations.