



Quality guidelines

1. We want to remain a leader in quality

This is obligatory for senior management, executives and all employees. The quality of our products and services is key to the success and future of our company.

2. STIEBEL quality is the result of all measures in all areas that culminate in customer satisfaction

All organisational areas are integrated into our measures.

We want our customers to regard us as their long-term main supplier of the kind of products we offer. We do not only want to sell products, but to help customers solve their tasks optimally through our broad specialist expertise and our many years of experience.

We maintain the personal relationships with our customers. We want to supply customers with products and services that offer the most benefits at reasonable prices. We regard the adherence to deadlines as an important service to customers.

3. We regard ourselves as our customers' partner

This applies to both external customer relations and internal company workflows. Our in-house customers are those departments and employees that we co-operate with. We want all employees to understand their role within the overall workflow and to complete their duties independently and with mutual understanding.

4. STIEBEL quality is subject to continual improvement

Quality begins in the awareness of all employees. At Stiebel everybody bears responsibility for quality. We regard our quality management system as a control loop. All processes and services are continually monitored with regard to their efficiency and effectiveness. The results are used to implement further improvements.

5. We incorporate our suppliers into our quality management system

We not only agree upon quantities, deadlines, prices and quality standards, but endeavour to work mutually with our suppliers to improve their services. We therefore strive to create stable relationships with our suppliers.

6. We focus on employee qualifications and personal development

We want our employees to make full use of their qualifications when completing their duties and to develop their skills through specific training measures. Our executives support and encourage suggestions of their employees as to how we can improve quality. Giving and receiving constructive criticism is a part of ensuring the quality of working relationships at all levels.