

1. Customer satisfaction

The success of all of the plants in the Vollmann Group is based on the satisfaction of our customers. They set the standards for quality, adherence to deadlines, cost-effectiveness and sustainability. Our customers, and helping them to deal with technical, logistical and environmentally friendly tasks and problems, are always top priority because as a service provider, we acquire our customers by means of expertise and professionalism.

We achieve this level of customer satisfaction thanks to our high degree of technical expertise, above-average commitment and the personal responsibility of each individual employee. We also maintain open and active communication with all of our customers against the background of "best-in-class" service.

2. Employee satisfaction

Satisfied employees are the way to achieving personal commitment, motivation, personal responsibility and loyalty to the company. We establish and improve the qualifications of our employees by actively incorporating our employees in the processes, providing them with a continuous flow of information and giving them training.

3. Environment and energy

Protecting our environment and continuously improving energy efficiency are important company targets as far as we are concerned. We are therefore committed to adhering to the applicable legal framework conditions and requirements of our society with regard to the environment and energy, regularly monitoring the environmental impacts and continuously improving our performance and the use of energy-efficient products and services, therefore making an effective contribution to sustainable conservation of resources, protecting the environment and protecting the climate.

4. Legal conformity

The basis of all of our activities is adherence to all of the relevant laws, requirements and standards, as well as all of the binding obligations of the organization. We particularly fulfil the requirements for quality, occupational safety, information security, environmental compatibility and energy efficiency by having an active authorised agent system.

5. Zero defect target

We endeavour to achieve the zero defect target by maintaining and improving our management system by means of consistent use of reactive and preventative QA tools at all structural levels. Consistently reducing costs caused by mistakes and defects in the manufacturing process are an elementary building block for achieving this goal.

6. Management culture

Our management exemplifies our customer orientation. They actively support the management system that has been installed by identifying themselves with it, and taking responsibility for the processes thereof. The clear commitment to quality, occupational health and safety, sustainability (working conditions and human rights, health and safety, business ethics, protecting the environment and the climate, responsible procurement of raw materials and data protection) and information security is a matter of course for all managers. The management is committed to making all of the resources available which are needed to implement the requirements.

An active CIP ensures that quality is continuously improved, environmental pollution is reduced and that energy efficiency is optimised.

7. Benchmarking

We face up to comparisons with our competitors and the claim of maintaining our position as a market leader, particularly with our key customers.

8. Contract partners, suppliers and service providers

We regard contract partners, suppliers and service providers as our partners, and therefore maintain an open, fair and informative communication style. We make our demands and targets known. During the selection of our long-term partnerships, we take safety, energy and environmental criteria into consideration, and also quality, technology, adherence to deadlines and price. The structural and procedural organization of the management system described in this manual are geared towards implementing this management policy and its principles.

9. Information security and data protection

Our positions of excellence can only be achieved and reinforced if we endeavour to protect our information resources, so that the confidentiality of the information is sufficiently preserved, the integrity of the information is safeguarded in an appropriate way, and all legal, statutory and contractual obligations can be fulfilled.

All of our employees and the company management are aware of their responsibility with regard to the handling and use of IT and company information, and support the IT security strategy to the best of their ability.

10. Occupational health and safety

Health and safety are an important constituent of our responsibility and our business activities. We are obliged to take health and safety measures, observe the relevant regulations and work instructions, and use the legally required protective equipment.

All managers and employees are obliged to comply with the occupational health and safety standards.

Axel Vollmann
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Vollmann Group