

Projects – Processes – Quality

Quality Policy

HEINKEL Process Technology GmbH is committed to continuous improvement. Our quality policy is defined by the management and is regularly reviewed for its suitability and appropriateness and adjusted as necessary. In order to increase the transparency of operational processes, to achieve higher customer satisfaction and to minimise the error rate and thus costs, the management has decided to get certified according to ISO 9001 - and has maintained the certification successfully for many years. The key principles of quality management are an integral part of our corporate philosophy, forming the basis for our long-term successful business activity and a long-standing relationship with our customers.

Customers

Our customers set the standards for our quality, because it is their judgement of our products and service that is decisive for us. For us, quality means meeting the demanded and unspoken customer expectations. Quality means that enquiries, offers, orders, etc. are processed correctly, quickly and on time. We are also measured by our ability to meet delivery deadlines, our competitiveness, the contribution of our know-how and the cooperation within HEINKEL Drying and Separation Group.

Employees

Our employees are committed to our quality goals and have the task to contribute to these goals through immaculate work. They strive to continuously produce high quality. Those who recognise a defect immediately organise its sustainable elimination.

To ensure this, our employees and managers regularly attend training courses and further education in order to achieve a high and up-to-date level of knowledge. After all, it is our employees who make our company successful.

This is supported by the management and clearly defined in our quality management manual.

We promote the motivation of all employees in the company to ensure friendly cooperation and a pleasant working atmosphere.

Processes

The promotion of entrepreneurial thinking and action among employees is a precondition for their involvement in a continuous improvement process, in which the quality and effectiveness of the products and processes are constantly being improved. Any new processes that are introduced are immediately documented and the documents are managed accordingly, ensuring that a permanent high level of quality is maintained in all departments. These process flows are transparent, clearly defined and subject to a continuous process of improvement and further development.

Suppliers

We are not only a reliable and consistent partner for our customers, but also for our suppliers. We see them rather as partners and therefore maintain an open, fair and

informative way of communication. We set high quality standards for our suppliers and support them in the pursuance of our common quality goals. The selection of suppliers is not only a question of price, but much more important for us is a long-term and fair partnership in order to meet our high quality standards.