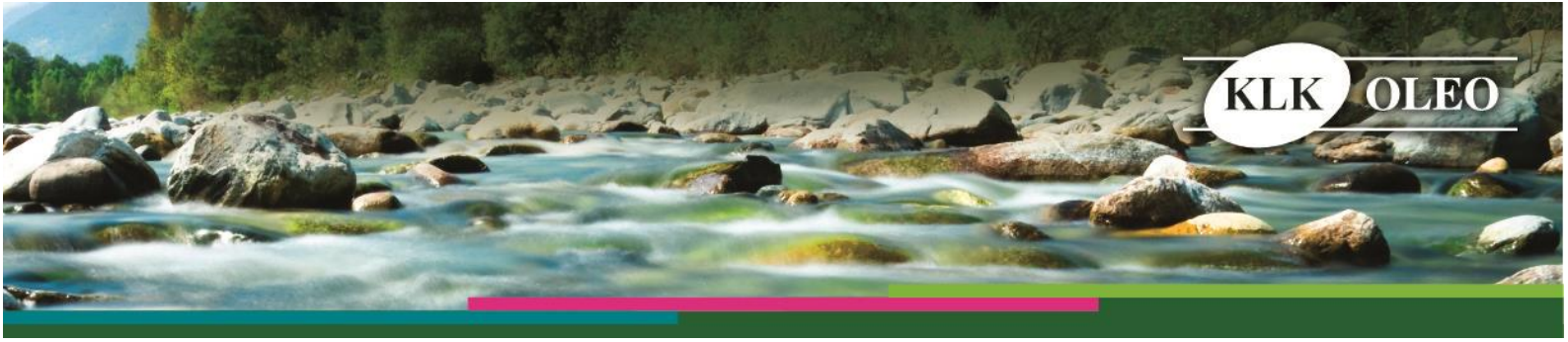

Quality policy

Frame

- Quality is an integral part of our corporate policy and is also part of our long-term corporate strategy.
- Our quality management system is built and implemented as a process-oriented, integrated system.
- We certify our management system (e.g. ISO 9001, MS HAB) or our products (e.g. Kosher, Ecolabels) and we want to maintain the necessary regulatory approvals and authorizations for our products (e.g. BfR, Exipact).
- Product safety is guaranteed on the basis of legal rules. At all stages of our supply chain product safety of end products is controlled and guaranteed (e.g. for feed and food).

Leadership

- The management is responsible for the execution and implementation of the Quality policy.
- The department managers ensure that work is carried out in accordance with the applicable rules, procedures, work instructions and other regulations.
- Actions, processes and results are comprehensible in all areas.
- Sufficient resources will be made available to be able to meet the targets we set.

Stakeholders

- The requirements agreed with our customers, suppliers, guidelines and government regulations form the basis for the correct definition of product quality and services. In our business relationships we value personal contact, mutual trust and reliability (partnership).

Communication and information

- Targeted information and communication as well as education and training of the employees lead to a constant quality.
- We ensure quality assurance through cross-divisional quality management.
- All employees are trained and instructed so that procedures and working methods are known, understood and carried out properly.

Risk management

- We investigate influences of changes and maintenance to procedures in order to guarantee the defined quality.

Continual improvement

- We commit ourselves to the continual improvement of Quality within the integrated management system.
- For all actions and processes we strive for avoiding mistakes instead of error correction.