

The Quality Policy of Otto Littmann GmbH

...was formulated by management as an integral part of corporate policy and is regularly reviewed for its appropriateness, effectiveness and continuous improvement.

It takes customers' expectations and needs into account and includes the obligation of all levels of the company to meet and continuously improve the defined tasks and to act in the economic interests of the company.

The Quality Policy provides the framework for defining and reviewing quality objectives; it serves all employees as a binding guideline for the implementation of their work.

Quality is ...

"Customer satisfaction"

- Our products and services meet the technical, structural and qualitative requirements of our customers.
- We respect our promised delivery dates and quantities, because our customers can rely on us.
- We take ownership of our customers' problems and provide convincing solutions to them.
- We communicate with our customers in an open, authentic and always irreproachable fashion.

"Process safety"

- From product development to manufacturing to customer delivery, our processes and procedures are safe and guarantee fault-free products.
- Our employees are trained and qualified; their expertise and best practice ensure that our processes run smoothly.
- Cleanliness, order and safety in the workplace are an integral part of our identity.

"Continuous improvement"

- With consistency and sustainability, we ensure our strengths and eliminate our weaknesses.
- We learn from our mistakes and see them as an opportunity for continuous improvement.
- Each employee of Otto Littmann GmbH is responsible for the continuous improvement of our work environment and our processes and procedures.

"Growth"

- With a consistent customer and market focus, we develop new and innovative products and processes that set us apart from the competition and can generate additional revenue potential.
- We strive for a lasting partnership with our customers in order to grow with them.
- We want to be better than our competitors in order to secure jobs and create new ones.

"Business success"

- Our daily work is characterized by entrepreneurship.
- We are constantly working to improve our processes and procedures in order to avoid waste, reduce costs and increase our profits.