

Quality Policy

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The policy aims to align the company to market requirements in accordance with its goals and visions, taking heed of external and internal factors which necessitate continual adjustment, monitoring and improvement in line with market developments. The company's strategic focus and its objectives and ongoing ideas for improvement must be passed on to all employees in order to ensure that they live out these goals within the organisation and that the quality, service and value which the company offers its customers is always at the heart of its activities.

The executive board and the leadership task force, which consists of the QMB, the purchasing manager and the sales manager, are responsible for the company's strategic focus and maintaining the ongoing process of improvement as outlined above.


Commitment to quality

1. We undertake to fulfill the needs of our customers and to comply with all applicable laws and regulations in order to satisfy the criteria outlined in our plan for the future, our purpose as a company, and our commitment to quality.
2. We have created a Quality Management System (QMS) which fulfils international norm ISO 9001:2008 in order to satisfy these obligations.
3. We also undertake to improve the efficacy of our QMS and draw up a set of qualityrelated goals which we will use to monitor our performance. Our business practices are measured against ISO 9001:2008 criteria.
4. We constantly endeavour to improve our products and services as part of our commitment to quality.
5. All our staff have been made aware of these policy guidelines, which are on display in many locations on the company premises.
6. These guidelines are monitored on a regular basis in order to ensure that they satisfy the needs of the PMA/TOOLS AG and those of its customers and employees.

Willich, 13 March 2013



Uwe Kremer
Chairman of the Board

 FB0037 E Quality Policy.doc	Herausgeber: QM	Freigabe: Freigegeben im Intranet	Ausgabe: 03/2013 Ausdrucke sind ungenlenkt	Seite: 1 von 1
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