

Quality policy of the Bernecker Group

The success of our companies is based on the innovative capacity of our products, processes, adaptability to changing conditions, as well as the skills and goal-orientation of all employees.

This is only possible through:

- satisfied customers,
- satisfied, motivated and flexible employees,
- avoidance of waste of any kind
- qualitatively mature, competitive products that fulfil our customers' expectations,
- recognising the changes and processes required for the transformation

Our employees are the most important potential of our companies! Without their knowledge and commitment, everything is a lifeless shell without any overall significance.

Key objectives

- Customer satisfaction is our top priority. It is an indicator of quality, technological problem solving and daily contact with our customers. The customer is therefore at the centre of our actions and aspirations, 365 days a year.
- Our goal is 'zero errors'
For us, the principle of error prevention is paramount, i.e. error prevention instead of reworking or correcting errors. This is why FMEA is particularly important to us and is constantly updated with the latest tools.
- For us, standing still means going backwards. We are therefore constantly striving to improve our products and processes and therefore also quality, while taking economic efficiency into account. This also applies to our responsibility for the environment and the use of natural resources for sustainability. It goes without saying that we comply with official and legal requirements.
- Every employee in our company is responsible for quality. That is why it is fundamentally important to constantly scrutinise processes and products for possible weaknesses and to question everything. The employees must be trained to recognise weaknesses and take sustainable measures.
- The management and executives in particular have a responsibility to act as role models to ensure that quality is practised as a principle of our daily work.
- Our quality management system is based on the standard DIN EN ISO 9001 and IATF 16949. It forms the framework for our quality-related activities and sets out the guidelines.

- It is the task of all managers and employees to implement the quality policy and to constantly improve quality.

We are convinced that this quality policy plays a key role in ensuring that our companies have a secure future and continue to be recognised by customers as an innovative and reliable supplier.

The QM manual and the applicable process descriptions in accordance with IATF 16949 document our quality management system. The procedures and measures defined therein serve to implement our quality policy. The effectiveness of the quality management system is regularly reviewed by means of internal audits and the determination of quality indicators.

Mühlacker, 13.09.2021



Management