

# Quality and quality control pursuant to DIN EN ISO 9001:2000





# Quality system pursuant to DIN EN ISO 9001:2000

**A quality strategy is an integral part of our corporate strategy**

## Quality policy

Drahtwerk Waidhaus defines the structure of its quality-management system in line with the recommendations of DIN ISO 9004 including the requirements placed on quality-management documentation pursuant to DIN ISO 9001:2000, supplementing the general quality system parameters with additional requirements at regular intervals.

With the help of quality reviews and quality data, a permanent internal working group checks the degree of target attainment for all QM system requirements. In addition, it evaluates all internal and external information sources and analyses any complaints.

The insights gained are used as a basis for quality-goal updates. With this approach, Drahtwerk Waidhaus ensures the continuous improvement of its qualification process.

## Quality goals

In line with the interests of our customers and the requirements they place on the products of Drahtwerk Waidhaus, the company has clearly defined the goals of its quality policy:

### Customers are guaranteed

- in-depth advice prior to order placement;
- the possibility of ordering products whose technical feasibility Drahtwerk Waidhaus analyzes in a professional manner;
- products corresponding to or exceeding their requirements;
- compliance with all delivery dates and terms;
- compliance with all commercial contractual terms;
- immediate optimization of all workflows and manufacturing processes in the event that a complaint is submitted despite all quality efforts;

Achievement of these quality goals is supported by utilization of state-of-the-art measuring and control technologies in production and labs, through systematic training, development and qualification of employees and through the application of statistical methods such as PC or FMEA with a special emphasis on preventive error elimination.

