

Quality Policy

The Friedhelm Loh Group operates the following Quality Policy alongside its corporate principles.

We are dedicated to solving the problems and challenges faced by our customers, meeting their expectations and accommodating their requirements. A focus on top-quality products and processes, comprehensive customer service and bespoke customer support is at the heart of everything we do. Our quality standards and quality-centric approach, coupled with a commitment to quality supported by the entire workforce, are the key to customer satisfaction.

1. Each and every employee is responsible for ensuring that our products and services satisfy our customers' quality expectations and standards. We guarantee this by creating a culture of continuous improvement within our quality management system.
2. We follow all valid legislation, standards and guidelines as well as our own in-house quality standards. As leaders and role models, our senior managers play an active role here.
3. We aim for zero errors in our corporate processes, and employ a preventive approach to systematic quality planning. Our continuous improvement programme extends to every area of the company.
4. We collaborate closely with our suppliers to ensure that their products and services satisfy our high quality standards.
5. Through training, information and qualifications-building, we empower and motivate our employees to be quality-conscious in everything they do.
6. We continuously assess the influences and impacts of our actions on the quality of our services. We incorporate risk monitoring procedures into each stage of the value chain and include them in our decision-making.
7. We continuously review our management systems, and set ourselves targets to constantly improve our performance.
8. We communicate openly and transparently with all stakeholders such as customers, government institutions, service-providers and the general public.

We owe the success of our management systems to the combined efforts of every single member of our workforce. Rittal expects all managers and employees to uphold our principles and act in accordance with this Policy.

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