

THE KLÜH QUALITY MISSION STATEMENT (as of 10/2022)

1. Our clients' requirements form the basis for our business. Customer-oriented operations and a spirit of partnership are at the heart of all Klüh services.
2. Our principle is to satisfy our clients' needs quickly and professionally. Flexibility, reliability and commitment are the pillars of our services.
3. We are open to new ideas and work efficiently to develop creative solutions. The smooth integration of our services into a client's processes is a decisive aspect of quality at Klüh.
4. Saving time and money for our clients is a key measure of our services. We make responsible use of the assets entrusted to us.
5. We consider the legal requirements in respect of our activities to be minimum standards. Working conscientiously and simplifying our organisation are not a contradiction in terms.
6. Competent, committed and friendly employees are the foundation for delivering high-quality services. Carefully considered staff assignment and personnel development, thorough briefings, task-appropriate training and motivating leadership are the prerequisites for ensuring customer satisfaction.
7. The transparency and traceability of processes ensure confidence in our services. Partnership is fostered by the provision of up-to-date and relevant information and the openness of internal and external communication.
8. We are aware of our responsibility to help preserve the natural environment. Our processes and the products we use are tested to ensure they meet the highest standards of environmental compatibility. Our operations are underpinned by the sparing use of raw materials and energy and by returning residual products to the material cycle.
9. Occupational health and safety is our greatest priority when organising our processes. We take all the measures necessary to prevent accidents and health risks.
10. We have implemented a suitable control system to measure the attainment of our quality targets. Regular reviews and analysis are aids to process optimisation.