

# QUALITY POLICY

The quality of our products and services as well as the fulfillment of customer-specific requirements form the basis for Filkemp's global success.

These objectives can only be achieved through teamwork, competence and responsibility at all levels of the company, while respecting and adhering to all guidelines and work instructions contained in the manuals. In all areas of the company, the various tasks are handled by appropriately qualified and constantly trained personnel.



The quality of products and services is ensured through systematic planning and control of all necessary steps: product development, value chain (from procurement to customer support), and environmental protection requirements and the protection of natural resources.

It is our declared goal to continuously improve our product and service quality, thanks to our knowledge and experience from more than 40 years in this field.

Long-term cooperation and exchange of experience with our customers are the guarantee for our market penetration. Through this, and with the help of lean management techniques to improve our overall competitiveness, we are optimizing our performance together.

The Board of Directors of Filkemp undertakes to implement the necessary measures for the introduction, maintenance and improvement of the Quality Management System (QS). The necessary decisions are made regarding the processes defined in the system as well as the standard specifications according to NP ISO 9001 and applicable law.



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