

## Quality Policy

We produce just two things: In the first place, laboratory autoclaves. Secondly, devices for improved sterilization and handling of growth media.

Focusing on these product segments enables us to realize our vision of quality. This vision is as follows:

**“Making laboratory work safer, easier, more accurate, reproduceable, and validatable, to the end of making laboratory work more economical.”**

To accomplish these objectives, we abide by the following quality principles:

- Quality means to fulfil and exceed customer expectations. The quality benchmark of our work is set by our customers; their opinion is decisive; we want content customers.
- Quality concerns all employees. In order to facilitate the manufacturing of a faultless product and to achieve customer satisfaction, every single employee has to fully understand his tasks and execute them properly.
- Quality requires continuous improvement, aiming for consistent improvements of product quality and process quality.
- Promoting quality awareness is the topmost management task.
- Quality must be made measurable – only this allows for reliable analysis.
- Error avoidance goes before error correction. Prevention is defined as the creation of procedures that will avoid errors in the first place.

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