

QUALITY POLICY

BDT's ultimate target is to serve our customers to their entire satisfaction and to always fulfill their requirements and needs with regards to products and services. Customer satisfaction is the basis of our success. Quality is the mandatory basis of our customers' satisfaction. This target we want to achieve by:

/// Employees

A precondition for quality is the quality awareness, the know-how and commitment of all employees. By the means of regular qualification courses, both will be continuously increased. Thus motivation will rise. Our principle is "I only accept good quality, I only forward good quality."

/// Management

Quality consciousness is shown to the employees by the management's role model. The managers set clear and achievable targets and support their staff to meet them. The managers are responsible for the achievement of the objectives.

/// Suppliers

Suppliers make a considerable contribution to the quality of our products. Therefore, they are selected carefully. We expect quality standards which are equal to ours. To maintain consistently high quality, the suppliers will be evaluated on a regular basis and developed further if applicable. We strive for long-lasting and stable partnerships.

/// Products and Services

All our products and services demand to be of high quality - from the product development to production and delivery and even after-sales-services. Error avoidance shall always take precedence.

/// Continuous Improvement

Failures occurring in products and processes will be analyzed. The root causes will be eliminated to achieve continuous improvement. Internal audits will be used especially to identify room for improvement.