Quality Management at Zentro-Elekrik

Customer Relations

Customer relations form the most important company principle for Zentro-Elektrik, whilst customer satisfaction is the measure of the actual effectiveness of the quality management system.

Zentro-Elektrik is able to maintain its place in the power supply market because, amongst other things, we have focused our activities around customer requirements since the company was founded and have steadfastly implemented this strategy in our product design. Comprehensive customer advice by professional staff in the sales and development departments is a matter of course for us and is the basis of our success.
We thereby ensure that our products meet all our customer requirements and offer the best solution for practical use.

Quality Policy

Zentro-Elekrik is committed to a quality policy, which essentially covers 6 points. To us it means:

- Product quality is the most important element for the long-term development and success of our company.
- In terms of quality we see ourselves as one of the best suppliers in our sector.
- We aim to maintain our position in the market and extend upon it.
- By avoiding errors in all areas and by systematically removing the sources of errors, product quality is continually improved.
- We continually reinforce quality awareness in our employees by means of training courses.
- Every employee is aware of his responsibility towards the quality of our products.

Quality Guidelines

Zentro-Elekrik's overriding quality guidelines are:

- Customer satisfaction. Our customers should be satisfied with our products and services.
- Mastering all processes and procedures. All employees are responsible for continuous improvement of our working procedures by using modern means and methods.
- Encouraging personal responsibility and quality awareness.
- Encouraging the sense of togetherness in the company.
  Encouraging all employees' identification with the company and its objectives.
- Avoiding errors in all processes, from planning to the delivery of products.
- Reconciling every day work with the quality policy is an important measure towards increasing profitability and competitiveness and therefore ensures the long-term security of the company.
- Constructive communication with our suppliers.
  Developing quality awareness amongst all our suppliers to safeguard our high standard of quality.