



MORE LIGHT

Quality policy

1. Customer/supplier relationships

The satisfaction of our customers ensures the success of our company. Our products and services are oriented towards the greatest possible long-term benefit to our customers. We are customer-orientated and put the relationship with our customers at the heart of our daily work; everyone is both customer and supplier at the same time. This makes the fulfilment of customer needs the purpose of every employee's actions.

2. Personal responsibility

Every employee has the right and the obligation to correct influences that have negative effects on quality. Having appropriately trained personnel who are competent to perform their role is a requirement. Our management sees it as an important part of their management tasks to support employees in making this personal responsibility their own.

3. Zero defects

All actions are subject to the zero defects principle. Achieving the highest possible customer satisfaction is our goal: Quality is when the customer returns – not when the product returns.

Our production system and our complex products require independent thought and the responsible action from every one of our employees.

4. Improvement

To implement the concept of continuous improvement, we use a Continuous Improvement Process (CIP). To optimize the quality of all our services, our processes are continually reviewed and rewritten for effectiveness and compliance. This applies both to our processes and to our products. Everyone makes a contribution to this process with their own ideas and constructive criticism.

Management is committed to ensuring that they, along with all employees, systematically and comprehensively apply the JENOPTIK Division Light & Production quality policy at all management levels, in all locations, and with our business partners.

This is how we create the basis for finding the highest possible acceptance among our customers and handling our orders with the greatest possible efficiency.

Jenoptik Light & Production 12.02.2019

A blue ink signature of Martin Kuhnhen.

Martin Kuhnhen
(Executive Vice President)

A blue ink signature of Hans-Joachim Bobrich.

Hans-Joachim Bobrich
(Global Head of Quality)