

Our quality policy

A high level of customer satisfaction takes centre stage in all our processes and activities. It is our aim to delight our customers with excellent performance as often as possible.

- We clearly put the focus of our activities on our customers.
- We achieve a high level of customer satisfaction by meeting all their expectations, by faultless products and services as well as controlled processes.
- We see ourselves and our innovative corrugated pipes and piping systems as global problem solvers working for our customers.
- We lead our employees by example and by means of target agreements, which initiates motivated and independent conduct. Open communication and consistent information are thus vital requirements for our joint work.
- Each employee at FRÄNKISCHE is responsible for the quality of his/her manufactured products and services. Therefore, our employees have the duty to immediately report potential defects in their area of responsibility and the right to immediately block potentially defective products.
- Constant improvement towards the goal of a "zero defect strategy" for products, processes, operations, and especially work quality is the objective and task of all employees. We strive to avoid mistakes and consistently eliminate detected sources of error in all areas and for all processes.

The objectives of our continuous improvement process (CIP) are:

- Increasing employee motivation;
- Improving communication;
- Improving collaboration for internal, interdependent processes;
- Improving all important process results and thus increasing the enterprise value.

With the objective of strengthening our entrepreneurial freedom of action, we continuously generate high profits to sustainably safeguard our company.

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Julius Kirchner

