

Quality policy

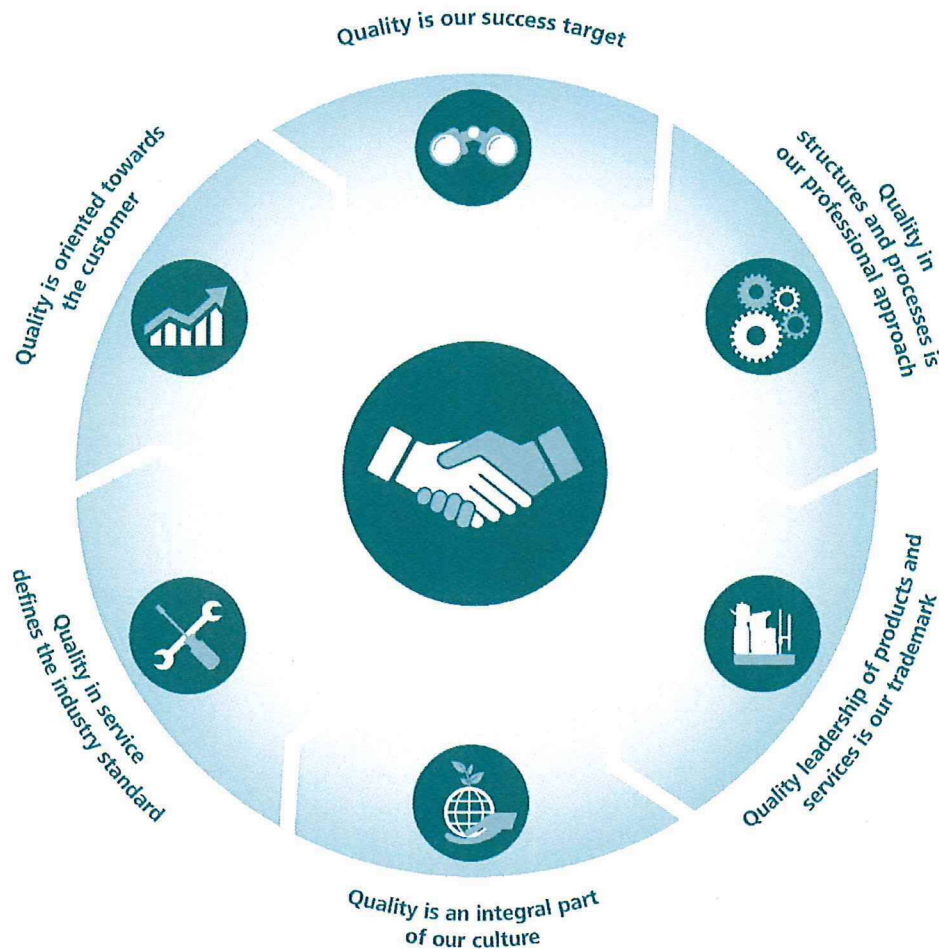
Long-term customer relations are of strategic importance for Metrohm. With our quality policy, we strive to understand and satisfy the quality standards and needs of our customers.

That is why we model each of our business processes according to our comprehensive understanding of quality, which encompasses employees, subsidiaries, sales companies, suppliers and service providers, the foundation, the state and authorities as well as the environment.

We are aware that our resources are limited. That is why our actions are entrepreneurial and sustainable, always focusing on achieving an overall optimization according to the company and quality goals.

This approach, together with the outstanding quality of our products and services as well as our commitment to quality are the key factors for customer satisfaction, which secure and add to our continuing success on the market.

Metrohm offers the best customer experience and I am contributing to it.



Quality is our success target

The flawless and outstanding quality of our products and services is a central component of our business model and of strategic importance for our success.

We give our external and internal customers all of our attention, we understand their expectations and adjust our thinking and actions as well as our company goals accordingly.

Quality in structures and processes is our professional approach

We promote efficient and cross-organizational processes. Our systems and structures are practicable, applicable, transparent and comprehensible.

The professionalism of our organization and its specialist divisions is best in class. In challenging situations, we react fast, competent and courteous, ensuring professional customer support.

Quality leadership of products and services is our trademark

The quality of our products, services and applications is outstanding. Our products work reliably. We test every instrument thoroughly and we regularly check our services. We pursue a zero defect strategy towards our customers.

We guarantee that our applications work flawlessly and we aim to achieve the lowest costs per sample.

In addition, we continually improve our products, application solutions and services and enhance their quality in terms of customer safety and operation in a verifiable way.

Quality is an integral part of our culture

Integrity and reliability, personal responsibility as well as an open and proactive feedback culture constitute the foundation of our continuous improvement. We openly point out mistakes at any time and support those responsible in rectifying them. What we communicate is binding and others can count on us.

We continually improve our organization, processes, products and services and react quickly to changes. We are committed to the protection of the environment and sustainability and demand the same from our suppliers and service providers.

Quality in service defines the industry standard

Our service is professional, uncomplicated, fast and as close to our customers as possible. When servicing is required, we impress our customers with the shortest response times and minimal instrument downtimes. As a leader in our field we set new industry benchmarks in terms of customer service for the future.

Quality is oriented towards the customer

We measure and assess the quality of our products and services based on the requirements and the satisfaction of our customers. Our goal is a long-term collaboration with our customers as partners.

Customer feedback on a regular basis is important to us and offers us the opportunity to continually improve and increase customer satisfaction.

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Patrick Grüninger
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