

Policy & Strategy

Kufstein, April 4th, 2006

Idea and Goal:

We perceive ourselves as a goal-oriented team with the motivation of ensuring dynamic growth in sales as well as cost-consciousness in our company. The high quality of our single-use articles and our disinfection and body care products is one of our basic principles. The pricing has to correspond to what the market says. This requires a permanent screening of our possible suppliers in order to get the optimal product at the most economical price.

Assets:

The main asset of our company is its flexibility. Flexibility means:

- Immediate reclamation treatment, completion of customer requests and reaction to market changes
- Quick information exchange between office personnel, field personnel and company management
- Employees with years of experience

Distribution:

An experienced high quality distribution team - office and field personnel - ensures customer proximity and application-specific advisory service.

Product Range and Quality

A broad range of high quality products are available for the customer at good value for money - thanks to our optimal purchasing strategy.

High flexibility and best quality at competitive prices are our criteria for selecting our suppliers.

The QM system is presented by means of a modern online system. On all workstations the complete information is available in an interactive way. So quick and updated documentation can be accessed at any time. Work with the quality management system and its constant adaptation and continuous improvement guarantees our customers a high quality level of our products.

Customer retention:

Our main concern is to fulfill of our customers' requirements. We want to gain the confidence of our customers by treating them like partners. We can achieve this with team work, reliability, respect towards each other and towards our clients and suppliers and by offering a broad range of products.