

ViscoTec – Quality management

We offer you precise dosing solutions, driven through technology & passion. Our vision is to be a global player in demanding dispensing tasks.

Quality is therefore an essential part of this. The objective of our quality management system is to meet the highest requirements by continuously improving our structure, products and services. The objectives of Quality Management are in line with our corporate objectives and general goals.

We achieve this by:

1. Customer focus

Meeting customer requirements and striving to exceed customer expectations is of utmost importance to us. All our quality management activities are geared towards being a reliable partner for our customers and delighting them with our product and service.

2. Leadership

All our managers and team leaders take over an active role in our quality management by creating shared values and committing to quality. They provide appropriate conditions and guide the organization to achieve the desired quality objectives.

3. Involvement of employees

Every single employee of our company is a valuable part of our quality management, is involved with his knowledge and skills and stands for quality in his area of responsibility. The successful implementation of our objectives depends on the attitude of all those involved towards quality, their quality awareness and commitment.

4. Process oriented approach

In a complex organization, it is important that essential processes and procedures are considered, monitored, further developed and improved. This is the way how we are able to successfully steer and increase effectiveness and efficiency. To this end, our processes are presented in a uniform and comprehensible manner and encounter defined responsibilities. The resulting transparency creates security and trust - among employees and customers.

5. Constant improvement

Our focus lies on state-of-the-art product innovations & technologies. We also implement this ambitious vision through ever new effective improvement measures in structural and social areas. This is how we can guarantee high-quality products and services today and in the future.

6. Fact-based decision making

We take measures to minimize potential risk and exploit our opportunities. We are always trying to make considered decisions based on information, its analysis and many years of experience. In doing so, we always align our decisions consistently with our objectives and review their implementation and effectiveness.

7. Relationship management / supplier relations

Good customer and supplier relationships have a lasting influence on our success. We optimize our cooperation through a common understanding of the objectives and values, as well as the integration of our partners from the very beginning. Through their know-how and the quality of their products, our suppliers play a significant role in guaranteeing high-quality products and smooth processes.

We are convinced that a well thought-out, functional and active QM-system increases the productivity and efficiency of the company. To achieve this, we closely follow DIN EN ISO 9001 and take advantage of all the benefits this standard offers us.

Even without holding this certificate, decades of success and the continuing trust of our customers prove that ViscoTec Pumpen- u. Dosiertechnik GmbH is unreservedly capable of meeting all requirements and expectations to their fullest.



Töging a. Inn,
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