

Quality Policy

All employees are involved in anchoring our quality policy. Every one of us has the task of knowing our specific responsibilities as well as the requirements of our jobs and those of Xovis products and services. Meeting these requirements accordingly is part of our performance.

The focus is on the customer

The customer is the central purpose of all efforts. We can satisfy the customer with high quality products and a special focus on user-friendliness. Constantly changing and new customer needs will be identified and considered in the organization of the company.

Safety of products and quality comes first

Xovis is committed to compliance with safety, conformity and standards. Whether in internal processes, in cooperation with suppliers and distributors, with inspection bodies or authorities, we apply effective quality management in accordance with ISO 9001:2015. This involves identifying the requirements of the responsible authorities for placing products on the market including ensuring that these requirements are met in the processes.

The quality of products is our top priority and is defined and monitored. Problems are investigated and systematically evaluated in order to prevent future errors and to implement further improvements.

Organization is defined and supervised

All activities to provide services offered within a corresponding responsibility are clearly defined and known. The process owners instruct necessary parties in their processes, implement and enforce these processes and pay close attention to positive interaction at interdepartmental and customer interfaces.

Communication is clear

Xovis communicates clearly to build trust and success. Whether customer, supplier, business partner or employee, trust will be created and maintained with openness, transparency, mutual appreciation and comprehensive information. Appropriate information should also be provided to the authorities upon request, e.g. in the case of product registrations or product defects.

Employees are key

Xovis employees are the key to success. Whether task, job or salary, every employee is promoted and challenged (qualified) according to their role and recognized according to their performance.

Economy, ecology and health are essential

Whether we are speaking of materials, machines or employees, the safe, environmentally friendly and economical use of resources is always taken into consideration and the company's performance is regularly reviewed to ensure that our internal processes deliver the planned results.