



Quality policy

"Along with occupational safety, customer satisfaction and quality are our top priorities"

Employee qualifications

We empower all employees to fulfil their tasks. Their specialist expertise as well as their health and safety are prerequisites for providing good-quality work in the long term.

A culture of quality

We promote an open culture of feedback and make use of criticism to further develop ourselves and our processes. All employees are familiar with processes and roles, observe these on a day-to-day basis, and take responsibility for the quality of their work.

Independent quality

If processes are found to be in breach of our requirements, we stop them regardless of the cause and we inform the relevant parties accordingly. In the event of escalations that relate to products or processes, the quality organization reports to the CEO.

Customer focus

We know what our end customers and partners need and we work to fulfil their requirements. Decisions are made with the customer's perspective in mind. We measure their satisfaction and actively work to promote it, ensuring that our customers are proud to own V-ZUG appliances.

Process management

We document our collaboration through processes. In doing so, we use relevant performance indicators to measure and regulate our processes. By continuously improving our processes we are striving towards excellence.

Quality planning

We take an integrated approach to quality planning for products, projects and processes. Our quality goals are ambitious and we re-evaluate them regularly to ensure long-term success.

Supplier quality

We select suitable suppliers who fulfil our quality requirements and evaluate them on a continuous basis. In this regard, we encourage our suppliers and help them to develop in order to guarantee a lasting partnership.