

Crane Process Flow Technologies GmbH • HEERDTER LOHWEG 63-71 • 40549 DÜSSELDORF • GERMANY



Statement of Principles about the Management System of Crane Process Flow Technologies GmbH, Düsseldorf

Our Quality and Environmental Policy

Providing our customers with first-class products and services is the central goal of our business policy. We will act in an environmentally conscious manner as part of our obligations to society. We want to be the favourite supplier of our customers.



Mission

World class customer responsiveness
 Creating innovative solutions to our customer through
New Products Development by clear understanding of our customer needs
 We will be the customer's supplier of choice providing returns for our Shareholder and a challenging and rewarding environment for our employees

Goals

- 95 % OTD on customer quotes
- 40% of Sales with new pumps by 2021
- 85 % OTD customer requested LT
- Reduce number of customer complaints by 25% YoY
- Reduce LT by technical claims by 25% YoY
- Improve supplier performance
 - Quality (FYP) >97%
 - OTD > 97%
 - Competitive Price

We understand ourselves as a reliable partner of our customers. At the same time we wish to act with our customers and suppliers to seek out new ways to ensure that increased expectations also meet environmental requirements in the sense of sustainability

As a customer and environmentally oriented company, we constantly measure and improve our processes and services. With the focus on the customer's wishes, we work continuously on increasing delivery reliability, adapting delivery times to market requirements, and improving quality and communication with our customers.

As an environmental company, we will fulfill all relevant legal obligations and minimize environmental impact. During product development, we consider all relevant environmental aspects right from the development phase. We evaluate our environmental performance in order to deduce potential for improvement and we commit ourselves and our suppliers to sustainability

An important prerequisite for continuous improvement is the constant development and qualification of our employees and our suppliers as well as open communication with all interested parties.

The framework for our quality and environmental policy is provided by the quality management system of DIN EN ISO 9001: 2015, DIN EN ISO 14001: 2015 and the "Crane Business System".

H.-D. Ptak, Geschäftsführung

Düsseldorf, 10.06.2020

brands you trust.

