

Our Quality, Environmental and Work Safety Policy

The central goal of our business policy is to provide our customers with first-class products and services. As part of our social commitment, we act in an environmentally friendly manner. We want to be our customers' preferred supplier.

Our Vision

Best pump specialist in Europe through the highest quality standards, short delivery times and a customer-oriented service level based on our Crane Business System to support our growth.

Our Mission

By using the CRANE business system and the new product development system, we continually challenge the status quo. Our goal is to be the supplier of choice for our customers, generate returns for our shareholders and provide a challenging and rewarding environment for our employees.

Our Goals

97,8 % ontime provision of customer quotes

95,3 % ontime delivery of products as per confirmed delivery date

Reduction of customer complaints by 25% year over year

Improvement of Supplier performance in case of:

Quality (FPY)	>98%
Ontime Delivery	> 96%
Competitive Pricing	

We see ourselves as a reliable partner for our customers. At the same time, we want to find new ways together with our customers and suppliers to meet the increased expectations in the areas of environmental and occupational safety as well as sustainability.

As a responsible company, we constantly measure and improve our processes and performance.

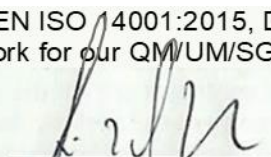
With a focus on customer requirements, we continually work to increase delivery reliability, adapt delivery times to market requirements and improve quality and communication with our customers.

As an environmental and occupational safety-oriented company, we will comply with all relevant legal obligations and minimize environmental impact and occupational safety risks. When developing products, we take all relevant environmental and occupational safety aspects into account right from the development phase. We evaluate our environmental performance and workplace risks in order to derive potential for improvement and 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 quality management systems of DIN EN ISO 9001:2015, DIN EN ISO 4001:2015, DIN EN ISO 45001:2023 and the "Crane Business System" provide the framework for our QM/UM/SGA policy.

Düsseldorf, 02.05.2024


A. van der Sanden, oberste Leitung

brands you trust.

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