

Quality guidelines



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- Quality according to VACOM: Quality is the correspondence between the description of products, processes and services and their behaviour in reality.
- Quality according to ISO 9000:2005: Degree to which a set of inherent characteristics meets requirements

1. We have high standards for the exact description of our products and processes

Products, processes and services, as well as terminology and manners are clearly defined and precisely described. In this way, we ensure that interpretable expectations are narrowed down and concretised so that they cannot be disappointed. This requires a complex interlocking of all areas and processes. This begins with the idea, continues with communication, planning and realization and ends with the benefits for the user and culminates in adherence to deadlines and specifications.

2. Clear and binding communication is the basis of our togetherness and our work

Internal and external communication is characterised by a clear description of our standards and expectations as well as by respectful interaction with each other at eye level. By reassuring each other, we avoid misunderstandings. In doing so, we are aware that sender is responsible for ensuring that the information reaches the recipient completely and correctly.

3. Reproducible quality is ensured through defined processes and personal responsibility of all employees

The valid documents are easily and currently accessible to all relevant employees via electronic media. All documents contain clear responsibilities, instructions for action and decision-making criteria as well as information on the revision status. The applicable processes are a reflection of the lived procedures in the company - and vice versa. Employees are deployed according to their qualifications and are trained in the best possible way for their tasks. The defined quality standards are achieved irrespective of the individual. Each employee bears responsibility for the quality of his or her performance.

4. Products are optimally specified to the requirements

Defined quality means not only effectively fulfilling specified criteria, but also clearly distinguishing which quality requirements are essential for achieving the goal in order to simultaneously achieve an optimal cost-benefit ratio. In doing so, it is important, for example, to meet tolerances as well as necessary, but not as good as possible, but as coarse as possible, in order to work in a resource-saving and economically efficient.

5. Our working methods are characterised by flexibility, innovation and high professional competence

Progress requires flexibility and the willingness to embrace new things. However, we are only responsible for what we have an overview of. A high level of professional competence is indispensable for this, which goes hand in hand with continuous and targeted further training. We venture into new fields and communicate honestly, even if we do not have a ready answer to every question.

6. A continuous improvement process is at the heart of our way of working

Continuous improvement processes are a core component of quality management. This includes recognising errors, naming them clearly, accepting them and making decisions differently on the basis of new findings. Our complaints process is based on DIN ISO 10002:2005 and is thus also a tool for the identification of potential for improvement and new opportunities.

7. We use state-of-the-art tools for quality assurance (measurement technology) as well as methods for failure prediction (SPC) and fault avoidance (FMEA)

After the exact definition of standards and specifications, reliable and forward-looking quality assurance requires the use of qualified employees and calibrated measuring and testing equipment to verify the defined standards and specifications. The use of analytical methods such as statistical process control (SPC) helps to act with foresight and to correct process deviations in good time. Failure Mode and Effects Analysis (FMEA) make processes safer and help to analyse risks for new products at the current state of the art.

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