

Quality policy

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Our interpretation of “Quality“

Here at Rail Power Systems, the concept of quality is all-embracing. It extends to fulfilling requirements not only in the field of client-oriented quality in terms of products, assembly or design, but also our employees' needs and those of the Company. These have to be reconciled with health & safety policy and with the sustainability policy. In the event of any conflict between any of these requirements and Rail Power Systems' safety concept, then the following rule always applies: The health of employees (and of uninvolved third parties) takes precedence.

Customer satisfaction – in-house and externally – takes top priority

Our aspiration is to offer our customers high-quality services that meet their expectations and fulfil contractually negotiated requirements. To that end, we orient ourselves by the outcome of customer consultations, and we regularly carry out re-calculations for selected projects. Thanks to the knowledge and experience that we consequently accumulate, we can promote continuous improvement and integrate customers' preferences into existing processes.

There is one goal that must be upheld by way of in-house interfaces and rules for collaborating in multi-disciplinary projects: The goal of exploiting the cost-cutting potential that results from synergy effects, with a view to passing on the benefit – as a competitive edge – to the customer. For us, it's essential to express how we function as the providers of rail infrastructure solutions for the marketplace. Every order that we win is fulfilled in the knowledge that it represents a reference for future business.

Zero Fault Philosophy

What the customer receives from us must always be faultless. The quality management officer defines – in conjunction with Management – objectives and action plans that work towards the assurance of quality in products and in assemblies: from the tendering phase through planning, procurement and the carrying-out of the building work itself. Actions are examined in reviews, inspections and in-house audits.

We are aware of the requirements of the international DIN EN ISO 9001 standard, and we fulfil those requirements. Furthermore, we can lay claim to the status of a pioneering, exemplary company in our field, thanks to the preventive measures that we use in the sphere of quality improvement. We look into all processes and cycles, and we investigate for scope for optimisation. Our Integrated Management System provides no-nonsense descriptions of all processes, for the benefit of employees.

Promotion of quality concept

The enhancement of the Company's quality awareness and capacity for innovation is dependent on open and constructive communication at all levels of the organisation. Our employees' skills base is an asset that cuts across all departments: faults are addressed frankly, and made good. Problems that arise are discussed openly and resolved in collaboration.

Our employees' specialist skills, their motivation and the promotion of each individual employee are all assured by virtue of our training and further training programme – a programme that fulfils our stringent requirements for quality and product safety. In all activities, each individual employee is expected to contribute proactively - in terms of the awareness of quality criteria in his/her actions - to the success of quality enhancement measures.

This policy is regularly checked – and adapted as necessary – for its soundness.



Dr. Michael Bernhardt
Geschäftsführer