



## **Five Years of Quality Management System (QMS) in Compliance with ISO 9001**

### **Business and Quality Policy**

At least since the publication of the findings of the investigation made by the “CLUB of ROME” on the “Limits to Growth”, in the mid-seventies, it was clear that environment protection would become one planning factor in modern industrial societies. Against this background the company Brenk Systemplanung GmbH was founded in the year of 1979 with the overriding business goal, to professionally deal with the problems of scientific-technical environment protection.

The primary objective has always been the acquisition and management of research and development projects as well as the provision of business consulting in various subject areas of environment protection. Our work in the area of research and development enables us also in the field of engineering and scientific consulting, to guarantee the state of the art in the form of highest quality. This basic business idea in connection with consistent customer orientation as well as the efficiency of our services creates customer satisfaction on a sustained basis and that way represents the most important condition for continuity and growth of our company.

We care for this consistent customer orientation from the initiation to the completion of our projects. In this process the scientific and economic quality of our work is guaranteed by the individually responsible project manager.

The responsible and loyal consultancy of our customers as well as guaranteed independency and originality in the approaches and the required high quality standard of our work are mainly based on the know-how of our staff members; therefore, employee orientation is another important aim of our business policy. For this reason qualification and advanced training of our staff members, in the national as well as in the international environment, represent an essential cornerstone of our endeavours for high quality in research and consulting.

The quality of our work results and services is based on the individual customer contact and develops from the respective workplaces. All employees are therefore jointly responsible for the fulfilment of the quality objectives and self-responsible for their implementation in the particular project.

Each employee is requested, to comply with the quality requirements given by the QMS as well as by the customer requirements made in the respective project.

The company management endeavours, to show their commitment to the internal and external implementation of the quality policy.



Externally the quality policy is represented through effectiveness and quality of the products and services as well as through corresponding guarantees.

Internally the implementation of the quality policy means general inclusion and motivation of all participants. Moreover, it must be made understood that quality is nothing static, but is subject to a permanent change. Therefore, the active participation in the further development of the QMS, according to the dynamic changes in our business environment, is everybody's task. **Constant improvement is our declared objective.**

The company management keeps all employees informed about the business policy and includes them in the process of analyzing and solving problems.