

The innotech company philosophy

In order to achieve the best possible relationship with our customers and fulfil our social obligations towards our employees, the management of innotech-Vertriebs GmbH has established the following company mission statement.

Our quality policy

- **Customer satisfaction** is the basis of our company's success. This is why our customers are always at the centre of the thinking and action of all our employees.
- The **highest product quality** is achieved through the use of the best raw materials and technical advances.
- In order to guarantee **perfect service**, innotech employees receive constant training. Incoming orders are usually dispatched on the same day.

Our relationship with our customers

- With their personal performance **all innotech employees** contribute to the quality of our products and the positive relationship we have with our customers.
- **Every enquiry** is dealt with immediately. Any necessary technical advice is provided by qualified, highly trained maintenance specialists.
- We regard any **complaint** as an opportunity to become even better. We always respond flexibly and in a customer-oriented way.
- Wherever possible, individual **customer requests** are fulfilled quickly and efficiently.

Our relationship with our suppliers

- A stable, trusting **relationship** with our suppliers forms the basis of innotech's outstanding product quality.
- Friendly and professional **dealings** with their employees are a matter of course.
- A joint **search for solutions** to any difficulties that may arise is the focus of our cooperation.

Our employees

- are our company's most important and distinctive **asset**.
- Only **highly motivated employees** achieve excellent results. This is why we regard the promotion of individual strengths as the basis of employee management.
- **Training courses in application technology and psychology** are part of the regular programme for our entire team.

innotech's guiding principle:

Pioneering - Sustainable - Tried and tested