

CREDO OF THE MÜLLER GROUP

Quality – Environment – Safety



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Quality Management, Environment and Safety

We commit ourselves to Continuous Improvement Process (CIP)- PLAN-DO-CHECK-ACT)

=> Customer satisfaction

- Our overriding goal is to achieve and maintain the optimum benefit to the customer
- We commit ourselves to meeting our customers' hygiene requirements for food and pharmaceutical product packaging
- We strive for a long-term partnership with the customer hallmarked by mutual esteem
- Our pricing policy is transparent and comprehensible
- We meet the customer's quality requirements
- We analyze and eradicate all deviations from the customer's specifications (complaints)
- Our active innovation policy responds to concrete customer requirements and market demand
- We apply state-of-the-art technology
- We ensure that our customers feel the benefit of our synergies

=> Outsourced quality

- We engage only dependable suppliers
- We strive for a long-term partnership with the supplier hallmarked by mutual esteem

=> Processes

- We continually optimize our business processes
- We periodically review our management system
- Our employees receive ongoing training in operating procedures
- We regularly invest in the latest manufacturing equipment and infrastructure
- We take the precaution of monitoring all potential risks and hazards due to internal and external factors
- Our production facilities are maintained regularly

=> Employee satisfaction / Occupational health and safety

- Committed and motivated employees produce quality at each workplace
- We strive for a long-term partnership with employees hallmarked by mutual esteem
- We deploy suitably trained and qualified personnel to match the requirements
- We actively support appropriate continuing professional development for personnel at all levels
- We provide up-to-date and safe workplaces for all staff
- We commit ourselves to prevent occupational disease and job related accidents
- We cultivate an open, transparent and comprehensible management structure
- Competence is commensurate with responsibility at all management levels

=> Public relations / Environment

- We commit ourselves to comply with all statutory rules and regulations
- We commit ourselves to prevention of environmental impact
- All our employees, buildings and vehicles project a clean and friendly image
- We maintain a consistent presence in advertising media and the internet