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## OUR MISSION

We are a modern and attractive family owned Company active in the field of surface finishing.

“Finding a better way...” drives us.

Long term, sustainable business development is more important to us than short term profit maximization.



## OUR VISION

Our customers want to buy from us, because with our team of dedicated employees


- We are the world's best customer-oriented Company in our field
- We deliver the best quality
- We provide the best service.
- We are more innovative.



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**RÖSLER International GmbH & Co. KG (branch in Spain)**, hereinafter RÖSLER, marketing of machines and consumables of the RÖSLER Group for the surface treatment of materials, assumes at its facilities in Rubí (Barcelona) the quality policy appropriate to the purpose and context of the company and provides support to its strategic direction, committing itself to:

1. Maintain and continuously improve the Quality Management System, establishing the necessary resources and offering a framework to establish viable objectives through appropriate indicators.
2. Satisfy the requirements of customers and other relevant stakeholders and legal requirements and achieve a high level of quality by applying the philosophy of continuous improvement.
3. Work day by day to achieve customer satisfaction and trust in RÖSLER's services according to defined guidelines:
  - In the Marketing Service, to serve customers as best as possible and try to capture their needs, in terms of the most suitable machines and installations for their processes, as well as the consumables necessary for their proper operation.
  - In the after-sales service, having the necessary information to be able to offer the appropriate spare part for the machine or installation that the customer has and, as far as technical assistance is concerned, have a quick response time and solve the problem in the shortest possible time.
4. Supply quality machinery and consumables with approved materials, at a competitive price, reducing delivery times and with adequate technical-commercial assistance.
5. Ensure the aptitude of the people who work in the company through training and other measurements, so that both in manufacturing, marketing and after-sales service, we are better than our competitors.
6. Properly manage internal processes to achieve the expected results.
7. Establish actions to address identified risks and opportunities, integrating them into the processes.
8. Make the most of the available information and resources to avoid non-conformities by using appropriate management techniques in the different activities.
9. Communicate this policy for the purpose of its dissemination, comprehension, availability and application within the company, including to people working under its control, bearing in mind that it will be maintained as documented information, and will be reviewed periodically and updated if necessary.
10. Make this policy available to all relevant stakeholders.



Jan Pohl  
General Manager