

Customer and Civil Society satisfaction (environment, health and safety, professional ethics) is our goal

Quality Management is effective if all the organization pursues the same purpose and direction

Quality costs less than non-Quality

Total Quality is achieved only with the involvement of all

Objectives are achieved by identifying and effectively managing the processes and their interactions

Continuous performance improvement is our guiding principle

The improvement is achieved with small, continuous actions

Effective decisions are based on data and information analysis