

Corporate policy of

Ilmenauer Mechatronik GmbH

Ilmenauer Mechatronik GmbH is a partner for development and optimization of complex mechatronic drive systems and sensorless and non-destructive testing of electromagnets with the MagHyst® family of devices.

In order to guarantee a consistently high quality of the development services as well as the measuring and testing systems to be delivered, the company management has defined the following corporate policy:

1. Responsibility towards customers

Customer satisfaction as a requirement for lasting business success results not only from the quality of services and delivered products, but is essentially determined by the way of cooperation with our customers.

We therefore maintain a constant and intensive exchange with customers in all phases of development, realization and delivery of products or handover of services.

Competence, specialized knowledge as well as high commitment and sense of responsibility characterize thereby each employee of the Ilmenauer Mechatronik GmbH.

1. Responsibility towards supplies

The purchase of high-quality services as well as components and parts is an essential basis for the successful implementation of projects. We therefore strive for long-term business relationships with our suppliers based on partnership.

Fair and open communication forms the basis of our cooperation.

2. Customer-specific solutions

The customer is generally entitled to the best solution for the implementation of his tasks and problems. We see ourselves as an effectiveness partner of the customer with the goal of further expanding and securing his competitiveness on the market. Each project implementation must always be connected with the holistic recognition and comprehension of internal structures, tasks and requirements. This means that any problems that may arise or deviations from the specification must be identified at their source, communicated to the customer and possible solutions must be identified.

The solution finding includes a comprehensive approach in the form that ecological aspects are considered and in any case environmentally compatible solutions are realized.

Social demands are also taken into account, and it is a matter of course that all customer-specific internal information that comes to our attention is treated confidentially.

3. Employees

Respect, tolerance, appreciation and trust are values that determine our daily actions. In this context, the satisfaction of our employees through a good social environment as well as the promotion of a congenial working climate is our demand.

The top priority of occupational safety and health protection is the avoidance of immediate and long-term personal injury.

A prerequisite for the high quality standards of our services and products is reliable and effective project management. This requires, on the one hand, the skill-oriented deployment of employees in the projects and the leadership of the project teams by the project managers with technical and social competence and, on the other hand, intensive communication within the team and with the management. The training requirements for our employees are determined with the help of a continuously maintained qualification matrix.

4. Continuous improvement

Our goal is to secure and expand our technological competence in the development of mechatronic drive systems and the determination of magnetic properties as well as the continuous optimization of the quality of the services and products offered.

The planned improvement of the services requires that the customer requirements are clearly defined and specified at the beginning and that these requirements are constantly checked during the performance for actuality and improvement possibilities in accordance with the business approach.

We are committed to continuous improvement in all areas and to continuing to meet applicable requirements.

5. Environmental protection / product safety

One of the most important challenges of our time is to reconcile economy and ecology.

Therefore, the permanent protection of the environment as well as energy efficiency in all operational processes are an integral part of our mission statement. It is our declared corporate goal to contribute to the sustainable preservation of our natural habitat.

Environmentally conscious action begins with the careful and environmentally compatible selection of the materials used in our developments and products, as well as through the economical use of the necessary resources. We are committed to protecting the environment and preventing environmental pollution.

For our measuring and test systems, we guarantee our customers compliance with the applicable directives with regard to electromagnetic compatibility and equipment safety through appropriate product design and the maintenance of the necessary test certificates.