

Quality policy

Witzenmann Opava, spol. s r.o. currently occupies an irreplaceable position on the labour market in the field of bellows, compensators, hoses, and pipes, which is its main production program. The most important criteria for evaluating the company's success are the quality and precision of production and the accurate fulfilment of delivery deadlines to customers. The company pays special attention to this task and therefore equips its production and inspection departments with modern machines and measuring instruments. The means of achieving the objectives of product quality assurance is the implementation of a quality management system in accordance with ISO 9001, IATF 16 949, EN 9100 (aerospace), 2014/68/EU, NV 219/2016 Coll. (for pressure equipment), Decree No. 408/2016 and Decree No. 358/2016 Coll. (for nuclear energy).

Customer

- Ensuring high quality products and services is the main goal in acquiring and retaining satisfied customers.
- The measure of product quality is customer satisfaction and desire.
- The request and offer process must be conducted quickly, professionally, and must be completed within the agreed deadlines.
- The results of our work meet or exceed customer expectations for quality through the use of preventive, progressive, and reliable management methods.

Company

- The fundamental goal of quality assurance is a zero-defect strategy.
- All work must be performed correctly according to prescribed procedures with the aim of completing the work quickly and economically.

- Preventing errors in the quality system has clear priority over their subsequent elimination.
- Every employee of the company is a participant in the quality assurance system and therefore has the right, but also the obligation, to check the work they perform, as well as the work performed by previous employees.
- Ensure the prosperity of the company by marketing our products on foreign and domestic markets.
- Ensure effective motivation of existing employees in order to create a stable base of qualified personnel.
- Continuously review the established quality assurance system in order to ensure continuous improvement of the quality system and all activities affecting quality.

Employees

- Every employee must be able to perform the tasks assigned to them and is responsible for the quality of their work.
- Every employee must be able to distinguish between high-quality work and poor-quality work.
- Every employee must know how to behave in order to prevent poor-quality work and what consequences poor-quality work has for them, the company, and the customer.

The quality policy is implemented by decision of the company's management and is binding for all company employees.

Company management:

Ing. Jiří Rybář, Martin Žůrek – managing directors

