

ThoMar OHG Mission Statement

This mission statement has been developed and defined by the management in coordination with Quality Management so that it can be both understood and implemented by all employees. It is a guideline for all company employees. Since employees must perform tasks connected with quality assurance and environmental protection in all work areas, it is the duty of each individual to carry out his/her tasks according to the specified guidelines and instructions.

The foundations of this mission statement are unfailingly legally compliant action and continual improvement. The targets of ThoMar OHG will be prepared annually on the basis of the mission statement and will be communicated to the employees by management.

Customer satisfaction

Customer satisfaction is the central quality benchmark and, at the same time, the basis of company stability and growth. Customer satisfaction is our top priority. This applies not only to our high quality of products but also to our excellent service.

ThoMar OHG consolidates and improves its standards by means of a clearly structured quality policy which is oriented to optimal process workflows.

The processes introduced and put into practice are able to identify the customer's expectations and needs and, within the scope of our capabilities, to meet them. The processes are transparent and implementable for employees.

The best quality in the market

The high quality of its products is the basis of the successful business activity of ThoMar OHG. It is an important criterion for customer order placement. ThoMar OHG is committed to preserving and strengthening the company's reputation and success. ThoMar OHG aims to completely fulfil customer requirements.

We aspire to improve and expand our production and our products through continual development. This relates to both the development and the optimisation of existing processes, machines and products. We want to have and keep the best quality on the market.

Our DIN EN ISO 9001 certified Quality Management including Quality Assurance supports us in the process of continual improvement

Our staff

Well-trained, informed and motivated employees are an essential cornerstone of the quality policy. Without them, the high expectations in the areas of quality of advice, product and delivery could never be achieved. We are growing continually but responsibly with the aim of maintaining a trusting shared cooperation across all the levels with competent and contented employees.



Flexibility

We create individual solutions, tailor-made to the direct wishes of our customers. The basis of this is our flexibility: the organisation is always oriented so that we can quickly adapt and react to the current circumstances. This is how we generate optimal satisfaction in our customers.

Dependability - even in demand peaks

No matter what happens we always deliver - unerringly. Meeting the specified deadlines and delivering within the agreed times is our highest aim. Even under difficult conditions and as a matter of course during periods of above-average demand.

Faster than all the others

We make our dehumidifiers and most of the desiccant ourselves. By this means, not only do we ensure a high and almost unique level of quality but we also enable the fastest reaction to demand fluctuations.

Risk management

Consistently searching and analysing potential risks is intended to ward off damage from the company before it happens. At the same time we create transparency with this and the opportunity to eliminate any business myopia which may be present. Accordingly, ThoMar OHG will develop its risk management further and consider this when adjusting the organisational structure.

Cost awareness

Quality has a price - but not every top-quality finds enough customers who also want to pay a high price. That is why the costs must be optimised wherever product quality and customer service will not suffer. Only in this way can ThoMar OHG offer and guarantee its customers the highest possible quality for reasonable prices.

Sustainability

We are deeply rooted in our region. All our efforts are aimed at creating and maintaining a company that will continue to be an integral part of the region for many generations to come. This applies both to our employees and to our environment.

The conscious use of natural resources and responsible use of raw materials and waste products are firmly anchored in our corporate culture.

The management undertakes to communicate the contents of this mission statement and its significance for the particular work assignment to the staff, to exemplify it and to continuously strive to reconcile and harmonise everyday activity with the mission statement.

