

VITROCELL® Quality Management System Certification

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We are certified by ISO 9001:2015

We proudly announce that we achieved certification in ISO 9001:2015 on November 2018 as part of our continuous commitment to provide high quality customer service and consistent quality business operation.

In close collaboration with the entire VITROCELL® team we demonstrated that our performance meets the requirements of the international standardisation for the Quality Management System that helps to enhance communication, efficiency and implementation of continuous improvement.

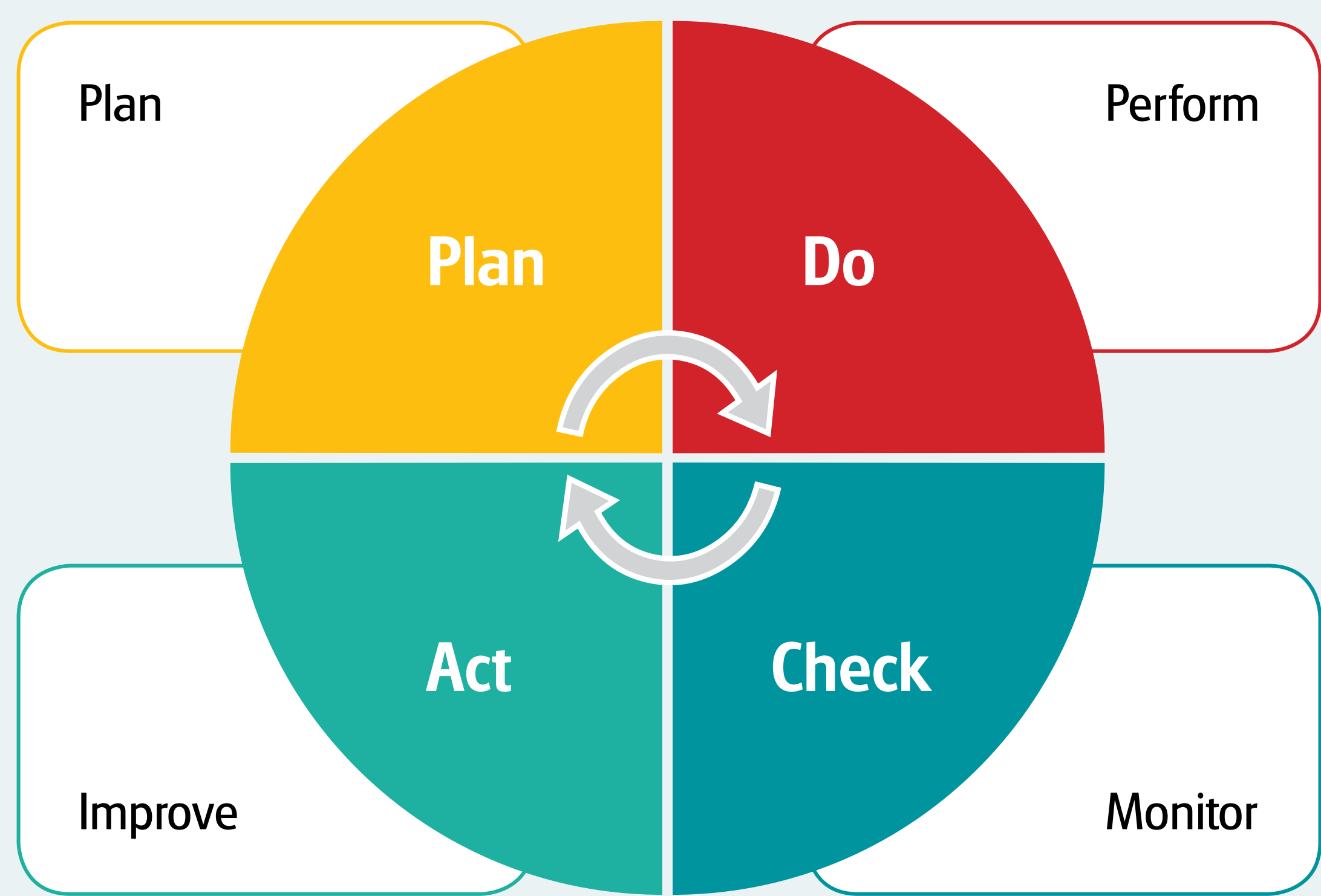
We launched new processes to our Quality Management System to provide additional confidence focused on continuous improvement and customer satisfaction.



Registration certificate



Official handover by Mr. Pfeiffer of our certificate to Patricia Hebestreit and Tobias Krebs



PDCA Cycle: Plan-Do-Check-Act for a continuous improvement

Plan

Establish objectives and processes required to deliver the desired results.

Do

The do phase allows the plan from the previous step to be enacted. Small changes are usually tested, and data is gathered to see how effective the change is.

Check

During the check phase, the data and results gathered from the do phase are evaluated. Data is compared to the expected outcomes to see any similarities and differences.

The testing process is also evaluated to see if there were any changes from the original test created during the planning phase.

Act

Also called "Adjust", this act phase is where a process is improved. Records from the "do" and "check" phases help identify issues with the process.

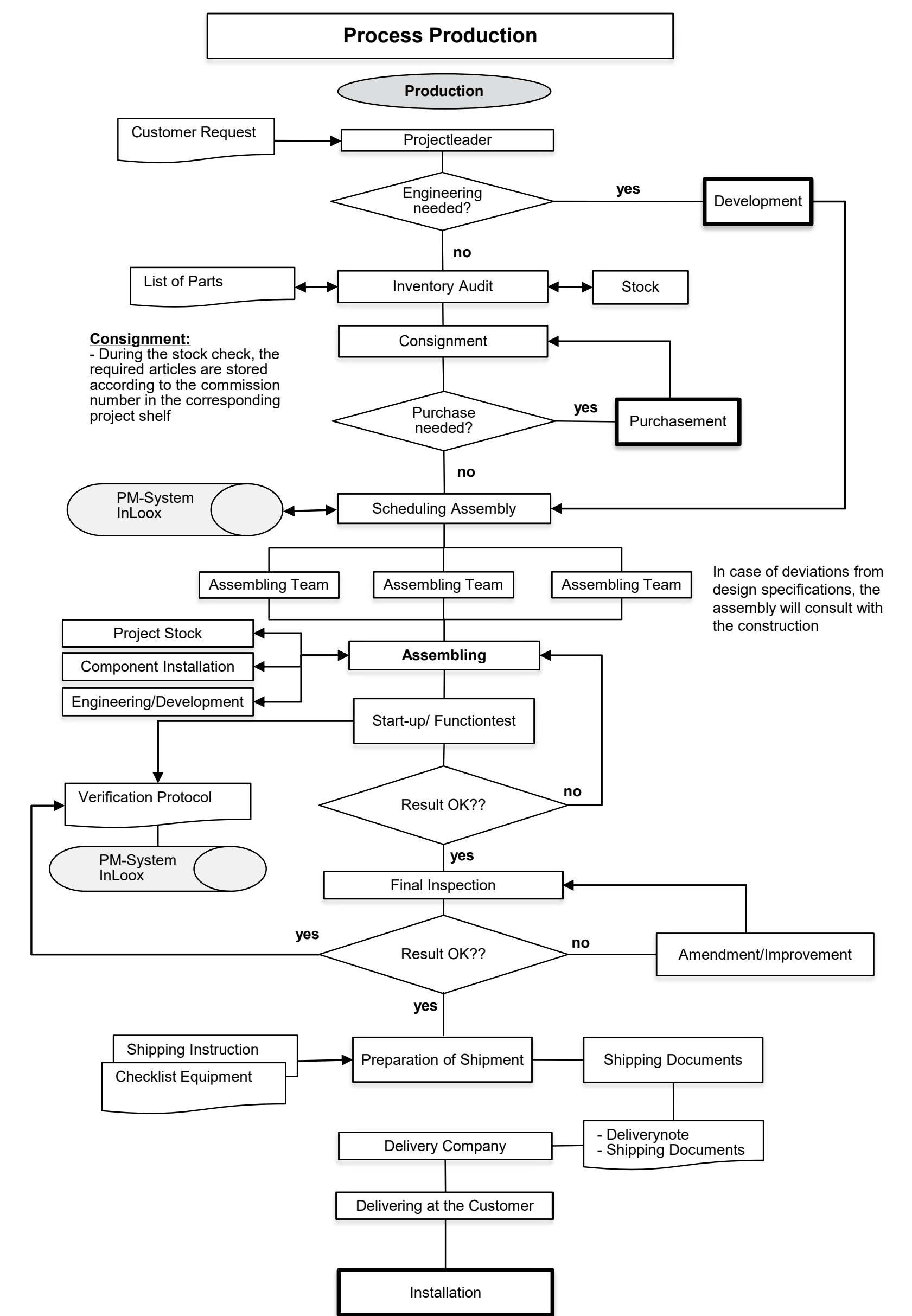
These issues may include problems, non-conformities, opportunities for improvement, inefficiencies and other issues that result in outcomes that are evidently less-than-optimal.

Root causes of such issues are investigated, found and eliminated by modifying the process. Risk is re-evaluated. At the end of the actions in this phase, the process has better instructions, standards or goals. Planning for the next cycle can proceed with a better base-line.

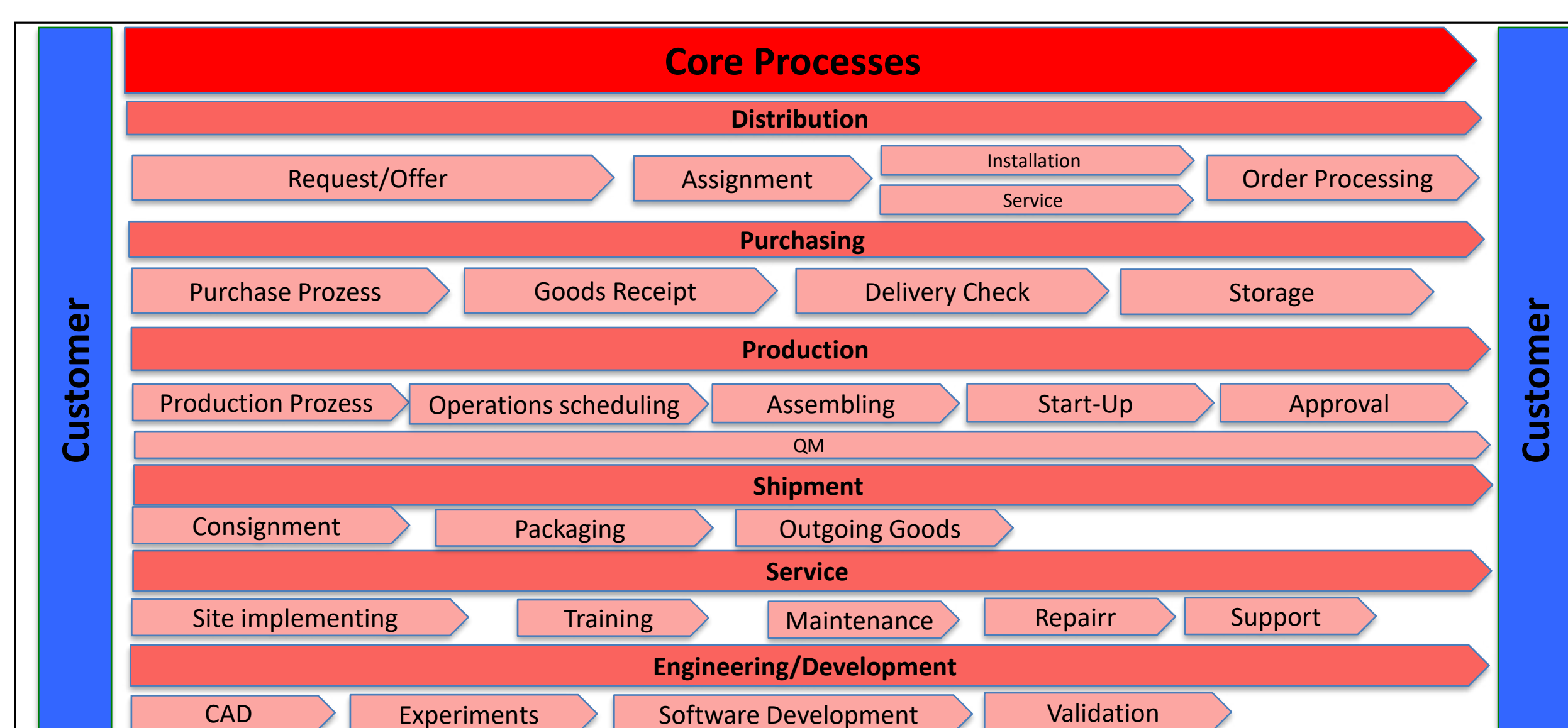
What does change?

On top of our quality policy, we increase under ISO 9001:2015 the following topics:

- We take seriously care about our customers concerns and it is our goal to provide products and services under highest quality standards. Therefore, we document every occurring incident to find better routines and eliminate future barriers at the same time.
- We transform our activities in flow processes to intensify our consistency.
- We rate the performance of our suppliers and act in case of incidents. Positive and negative feedback is valuable to increase quality and strengthen the mutual relations.
- A personal skill matrix for every employee helps to identify the need for trainings, including soft and hard skills as well as occupational safety and first-aid.
- Systematic assessment of the management processes based on performance ratings and internal audits.
- We evaluate all internal and external risks to decrease harm in advance and establish procedures in case of occurrence.



Flow Process of our production



Process Landscape including all core and flow processes

Deviation protocol as our main tool for improvement