

Introduction

The Delkeskamp group covers the business fields of corrugated board and foam with its sites in Nortrup, Hanover, and Nordhausen in northern Germany. DELKESKAMP produces corrugated board sheets and processes these into all kinds of packaging materials. Also, moulded parts made of EPS (expandable polystyrene) are produced.

To manage an organisation successfully, it is imperative to be able to control and steer it systematically and transparently. Quality is the basis for sustained success because it is imperative for customer satisfaction.

The DELKESKAMP group's quality policy was developed based on the quality management principles of DIN ISO 9001. One of DELKESKAMP's permanent goals is the continuous improvement of the overall performance of the company. Prior to taking decisions, all areas of the company are involved based on plenty of data and facts, like for example key data analysis.

Customer orientation

Companies are dependent on their customers; they need to understand the current and future needs of the customers, meet their requirements and strive to exceed expectations. (Vision of the company group)

DELKESKAMP sets the highest of standards in terms of its production processes and services. The quality standards of our customers is our top priority. Satisfying the requirements of our customers to win their trust through the continuous strength of our performance is of paramount importance for the existence of our company.

Involvement of the staff

It is the people on every level that make a company. Their full involvement allows us to make use of their skills to benefit the organisation.

Managers coordinate the link between the corporate vision and operative implementation thereby creating an environment in which their staff can contribute fully to achieving the company's goals.

DELKESKAMP continuously trains its staff and promotes their sense of responsibility and awareness for the quality of the individual products and services along the entire process chain. In regular training courses, they are informed about new customer requirements and any necessary preventive action. The 'Management Guidelines' provide orientation for effective management and trustful cooperation.

Process-oriented approach

A set result can be achieved more efficiently, if the tasks and required resources are managed and steered as a process. Our process management documents and optimises our processes and their interaction to continuously improve the quality of the processes and cooperation between the departments.

DELKESKAMP therefore focusses closely on a continuous improvement process (CIP) as part of its process management system.

Quality Policy

Delkeskamp Group



Customer Relations

The quality of a product or a service is – amongst other factors – always connected with the customer relations. By safeguarding the standards of quality, hygiene, and extensive communication, a cooperation towards maximum benefit is pursued.

Quality Goals

To realise quality management objectives successfully in the company the compilation and evaluation of measurable Quality Goals is inevitable. This is executed in compliance to the principles of quality politics.

Risk and Opportunity Management

The DELKESKAMP Group's risk and opportunity management system is designed to identify and assess current and potential threats, risks, and opportunities facing the company, and to mitigate or capitalize on them through appropriate controls.

It ensures that a uniform and systematic method for identifying, assessing, managing, and communicating risks and opportunities is applied company-wide. (DMS-ID 522 Risk and Opportunity Policy)

Released by: signed *Nicholas Delkeskamp (CEO)*