

Quality Policy

We efficiently produce and market our special papers and services to national and international customers.

Our special papers are tailor made to the requirements of our customers, are profitable, offer us the chance to grow and whenever possible do not stand in competition to papers produced by pulp-integrated paper mills.

Through high professionalism we aim to secure profitability and growth of our company in the interest of our customers, employees and owners in the long term. Target of all employees is corporate success.

Customer orientation

- We act customer- and market-orientated.
- We strive for long-term co-operation with our customer.
- We discuss and develop new products in line with the market to ensure the best possible benefit for both parties.
- We are committed to complying with the requirements of our customers.

Continuous improvement

- We aim to continuously adjust our products and services to be in line with the requirements of our customers.
- We build on qualified and dedicated employees.
- Employees that recognise a nonconformity or deficit are committed to resolve this in the scope of their competence or to report this to their supervisor without delay for rectification.
- Improvements also result from the ideas of all employees, as everyone is the expert in his own field. All supervisors are obligated to take up the ideas of their personnel, to examine these seriously and to support their implementation.
- Objectives on the road to continuous improvement are defined by the management board. Progress is made visible by operating figures. The board expects from all their employees the active support of all measures in obtaining our objectives.

Avoiding mistakes

- Prevention of nonconformities must have priority over the elimination of nonconformities, but nonconformities happen and weak spots exist. We regard these as a chance for improvement.

Lachendorf, 06.04.2016


Dr. Thomas Katzenmayer
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