

Quality policy Lithos Natural GmbH

Next to our employees, our customers are the most important part of our organization. Our task is to fully meet all customer requirements and customer expectations while ensuring consistently good quality, excellent workmanship, comprehensive service and individual attention. We can only achieve this with motivated and highly qualified employees who fully identify with their work and our organization.

1. Customer Satisfaction

Our customers are our partners. They determine the success and continued existence of our company. We would like to continuously develop our products in cooperation with our customers and will specifically respond to customer requests. In addition, we always strive to make our products available reliably within the shortest possible delivery times.

2. Growth

Our ideas and our knowledge create new products and secure our future. We want to use this to solve customer problems and open up new markets. We see market changes as an opportunity for more growth, to put our profits and skills at the service of developing and delivering innovative products and solutions that meet the evolving needs of our customers.

3. Leadership Skills

We want to continuously adapt and improve quality management to new circumstances. The company and process goals are derived from the quality policy.

4. Preserving market shares

We want to create clear competitive advantages for our customers and also for ourselves and ensure the growth of our company by serving markets in which we are already represented with meaningful and innovative products and solutions. We also want to venture into new areas that build on our technologies and competencies and take into account the interests of our customers and other interested parties.

5. Profit

Our goal is to generate enough profit to finance the further growth of our company and to provide the resources we need to achieve our (company goals) quality goals and other tasks.

6. Continuous Improvement and Quality Assurance

We see it as a task and a challenge to question the status quo and to develop forward-looking solutions to our tasks through continuous improvement. Our goal is to continuously increase quality and competitiveness. We are committed to complying with all regulatory requirements (both the applicable legal requirements and guidelines as well as the standard requirements according to ISO 9001, FAMI QS and 13458). A particular focus here is on the safety and quality assurance of products for the animal feed industry.

8. Employee Satisfaction

The qualification, information and motivation of all employees is a fundamental requirement for our company's success. It is therefore important to inform employees and to support them with training in the necessary knowledge and skills. Occupational safety and hygiene are important prerequisites for the health of our employees.

By setting goals, we commit ourselves to continuous improvement. Each employee is responsible for implementing this policy in his or her area of responsibility. Every employee should carry out their tasks on their own responsibility and with the greatest possible flexibility to the best of their knowledge. Readiness for action and reliability are basic requirements. The quality policy is publicly available to everyone.



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