 store in motion	Münc + Münc	QMH_01
	Quality Management Manual	


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Connected to Change Management:

NO

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AM411	JY440	Mr Paul
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1 Preamble

Dear Business Partners, Dear Employees,

Right from the outset, our customers have been pivotal to us. It is for them that we provide peak performance each and every day. Time and again, we surprise and delight them with creative, extraordinary solutions. We fulfil the highest expectations with our high-quality products and services. This would be unthinkable if not for our competent and motivated employees. The passionate dedication and above-average performance of our workforce fill us with pride.

We want to further the idea of quality that is so deeply rooted in the heart of our Company. Today, we are working to systematically advance the role of quality by giving it a formal framework with the introduction of the **DIN EN ISO 9001** standard. This is how we see to it that, in future, a systematic customer orientation and defined quality standards will remain incontrovertible factors in our Company.


This Manual is a compendium of our goals for quality policy and the bases for our Company values. Its purpose is both to provide you with information and to reinforce your trust in the performance of Münch+Münch. We would like to encourage you to actively communicate your own expectations and ideas in the interest of continual improvement in your collaboration with Münch+Münch.

Frankfurt am Main, Germany, February 2018

Jörg Münch

Konrad Münch

Andreas Mink

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2 Scope

Shop Design, Shop Value Engineering, Shop Production, Shop General Contracting, Shop Services taking into account the factors that influence our company and stakeholders.

Location: Frankfurt am Main, Germany


3 Quality Management System

This Manual describes our Quality Management System. It explains the requirements of our business processes and the participating teams.

The system meets the specifications of recognised, international standards and is certified under DIN EN ISO 9001.

Our management plans and uses key figures to control, the development and execution of the Quality Management System in our Company. Company management also assesses the efficiency and effectiveness of all measures taken in the area of quality policy with an eye to their direct impact on customer satisfaction.

The processes involved, together with the accompanying documents, are presented in the in-house network.

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4 Vision + strategy

Vision

- Münch+Münch ranks among the best shopfitters in Europe.
- Münch+Münch is an established brand.
- As a future-oriented, family-run company, Münch+Münch stands for continuity.
- We pursue a long-term strategy oriented around sustainable growth and economic independence.

Strategy

- We build upon our extensive competence in our sector and deepen this further.
- We intensify our activities in existing customer segments while developing new target industries at the same time.
- We systematically promote innovative approaches, a holistic view and networked thinking.
- We are constantly extending our stable network with partners and suppliers.
- We create a motivating and secure working environment for our employees.
- We rely on suitable qualification measures to ensure lasting compliance with our high standards of quality in all areas of our Company.
- We rely on innovative technologies and efficient processes to ensure sustained quality and competitive pricing.
- We are conscientious and sparing in our dealings with natural resources. Within the scope of our involvement on behalf of sustainability, we systematically rely upon new, environmentally friendly technologies and processes.
- We take targeted steps to significantly improve awareness of our Company and establish Münch+Münch as a high-quality brand in the minds of the general public.
- Together, we pledge ourselves to our Code of Conduct and fill it with life each and every day.

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5 Company values

With a great deal of feeling for the brand, we design and implement unique store concepts.

From unique design and top-flight project management, to precise manufacturing planning and production and perfect fitting and maintenance, we offer our customers all the services they need from a single source.

- Our activity is resolutely oriented around the needs of our customers. Our customers' satisfaction has the highest priority for us.
- Satisfied customers are possible only where there are satisfied employees. This is why we constantly challenge and promote our employees and offer them prospects for continued personal development.
- We maintain long-standing business relationships of trust with our suppliers, relationships characterised by fairness and openness.
- We treat business partners, employees and colleagues with the greatest respect. We hold all people in the highest esteem.
- We are committed to maintaining strict secrecy in our dealings with confidential and personal data – at the customer level and among our employees as well.
- Teamwork is a vital pillar of our success.
- We act flexibly, quickly and, most importantly, in consultation with our customers.
- We are a learning and adaptable organisation with a pronounced awareness of quality and a firm determination to work towards constant improvement.
- We encourage a feeling of responsibility in all our employees for the results of their own work, and hence for the quality of our products and services.
- We analyse potential sources of error in advance, resolutely eliminating them through measures jointly planned and carried out.
- As a shopfitting company with operations worldwide, we are aware of our responsibility to our employees and the environment. Occupational safety and the health of our employees are a clear concern of ours. We are committed to comply with our environmental guidelines and with the applicable provisions of law at national and international level.

6 Other applicable documents

Quality Management documents (procedures and work instructions, together with the associated forms).

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