



Quality Management at FIZ CHEMIE

The high quality standard of the information services, systems and business processes of FIZ CHEMIE is recognised internationally and secured by systematic quality management. Tasks, responsibilities and accountabilities are clearly defined in various documents such as the organisation chart, quality management guide and process descriptions.

Our quality management system has complied with the guidelines of DIN EN ISO 9001:2008 for years. It is certified by the DQS under the registration number 100 755 QM08.

Quality, innovation and efficiency are the fundamental themes of our mission statement.

Mission statement

1. We focus on the customer in our thoughts and actions.
2. We don't test the quality of our products, we make it part of them.
3. We encourage the innovative drive and creativity of our employees.
4. We work according to the principles of efficiency, keeping costs in mind.
5. We exert a formative influence on the consolidation of the information environment in Germany.
6. We set goals and pursue them consistently.

1. Customer-oriented thought and action

Our primary task is to provide scientific, educational and industrial customers with high-quality information services for general chemistry, chemical technology and related fields.

Customer benefits are our central concern. We strive to be a part of the customer's value creation process with our information and other services. We engage in an ongoing dialogue to facilitate proactive development of innovative products in order to increase the benefits for customers.

We undertake tasks in the public interest and offer our free and fee-based services to everyone. All target groups are served with the same level of professional commitment.

2. Creating quality

We don't test the quality of our products, we make it part of them from the start. To us, quality means not just the absence of errors, but also transparency, price stability, process reliability, professional management as well as continuous learning and improvement. Our high standard of quality is secured and continuously improved by systematic quality management and a high-performance QM system.



3. Modern personnel management and continuing education

Our employees are the ones who ensure customer satisfaction in the day-to-day business as well as the ones who drive the advancement of products and services. Therefore we focus on encouraging their innovative energies and creativity. We offer numerous opportunities for training and continuing education and manage them with a focus on performance. As part of our modern approach to personnel management, employees are involved in the processes for establishing objectives and making decisions.

4. Economy in thoughts and actions

We encourage the principles of cost-effectiveness in thoughts and actions.

5. Shaping the information environment

Supplying information is a task shared by many. We advocate the collaboration of all participants to ensure optimal provision of information and offer support with our expertise in information networking.

6. Continuous improvement

FIZ CHEMIE uses the balanced scorecards (BSC) as a management tool for organising and directing its strategic development. We have summarised the primary goals of our continuous improvement process as part of our quality management as follows:

BSC target category: customers

- We want to enlarge our customer base.
- We want to maintain and increase customer satisfaction and loyalty.

BSC target category: processes

- We want to improve the existing QM system continuously.
- We want transparency in cash flows and decision processes.

BSC target category: employees (innovations)

- We want to continue performance-oriented personnel management (objective agreements).
- We want to encourage employee involvement and responsibility.
- We want to facilitate employee motivation and satisfaction.

BSC target category: finances

- We want to secure and improve the revenue and profit situation.
- We want to act with an awareness of costs.
- We want to ensure that all financial obligations are met.

BSC target category: cooperation

- We want to maintain the existing domestic and international alliances and partnerships and develop them further.
- We want to enter into new domestic and international alliances and partnerships.