

SOMMER

Made in Germany

Company Directive



QMH

QualityManagementHandbook

Management

The management principles of our company are based on teamwork, delegation, respect of the personality of each one and a high degree of independency in all work areas. Therefore, it is the duty of all executives and employees to follow the instructions under the guidelines of this publication and its additional aspects of process quality, of environmentalism and work safety with regard to the interest groups.

The department managers have to regularly verify the effectiveness of all processes and services which ensure and increase the customers, suppliers and employees satisfaction.

Employee Orientation

Through permanent communication and documentation we assure that every employee knows its rights and duties and knows what he/she has to contribute to the business objectives.

Our employees are trained and motivated with comprehensive education and training programs. "Employees train employees" – is part of the education plan and knowledge-transfer.

The department objectives are developed, announced and verified by the employees. Due to on time information each employee knows its consequences and impacts of their activities and is able to evaluate them therefore.

The guidelines for interaction with one another have been worked out during a strategy conference of all managers of the SOMMER-Group and is followed actively by everyone. The interaction with one another takes place in a way which is appropriate to each individual. Approval for achieved performance as well as realistic and constructive criticism will be discussed.

Division managers as well as employees are urged to an adequate and unprejudiced working with one another. We show a maximum of confidence to new employees - confidence does not have to be earned.

Politics and Strategy

Highest principle of the company group is the clear focus of our operations on the market and its requirements. The company is structured in order to secure and preserve the guidelines of

DIN EN ISO 9001:2000.

The aim of our quality politics is to provide our products with the highest technical level and within the shortest time for our customers. The significant duty is the achievement of the customer's satisfaction.

Our employees should identify themselves with the company. Their qualification and motivation give distinction to the company's success. Therefore, we don't take the employee's development, their decision responsibility and employment protection for granted.

Every employee in this company including the board of management is committed to observe these principles and to implement them in all conscience.

Our company's principles are aimed to that effect that not only the value of the company is reflected on the company's performance indicators but also in relation with service provided to our customers, interactions with our employees and our corporate responsibility.

Through the development of key processes our company principles and strategies are followed and communicated. All this is the foundation for our visions to develop into our company standard.

To assure the company's competitiveness in the future, as a result a large part of the performed benefits flow back into the company.

Resources and Partnership

To maintain and increase the company's performance ability an annual capital investment planning as well as a personal planning is regenerated by the division managers. After assessment the management and shareholders will in a budget meeting approve and release the financial and personal requirements for the fiscal year.

Synergetic effects and knowledge exchanges are reached and obtained by internal trainings and a continuous contact to all the subsidiaries. Connections to the near universities and institutions grant a transfer of knowledge resources.



Gerd Schaaf

Introduction / Foreword

The SOMMER-Group has developed itself to a successful, capable company by following a clear, straight forward concept with a dynamic and motivated production team and a good management.

The success of our Company-Group depends on our customers and their needs. We are eager to react to present needs and requests of our customers and to meet their requirements.

The priority of the management of the SOMMER-Group is to understand the customers' expectations and to transfer them to innovative products and services. This is implemented in the areas of operators, radio control systems, entry doors and garage doors.

The management is in charge to place the customer's requirements and requests into the centre of the company's interest and thereby to guarantee a continuous improvement process. These ideals are followed by all employees in the company's interest.

Transparent structures and a strong organisation do make it possible for our employees, to execute the assigned jobs independently and with personal responsibility.

Processes

We want to be the number one with our products their safety, our service to our customers, supplier relations and in our competitiveness.

In order to maintain competitiveness of our customized products during the entire process stage all procedural steps are planned and defined.

Our aspired results are reached because all necessary resources and activities are managed as a process. Process improvements are realised in working groups, audits and permanent customer and supplier communications.

Employee Satisfaction

Our employees at all levels form a substantial part of the company. The complete integration in all processes allow for the individual to develop and contribute for the benefit of the company.

During training of new employees we pay attention to the fact that the new employee is capable to deliver the tasks required by the work environment. The working conditions are adjusted to the work tasks which encourages the employee for independent action.

Job safety is not used to comply with legal requirements, but is a preventing arrangement, which results in a good health for all our employees and is important to us.

Sources of dissatisfaction are addressed immediately to ensure an intact working environment and to motivate our employees.

The financial success of our company is shared through a profit sharing program with our employees.

Customer Satisfaction

Our company depends on the customer this is why the management obliges itself to see the customer responsibility a main objective.

We will understand current and prospective customer necessities fulfil customer requirements and endeavour to exceed the customer's expectations. As supplier we see ourselves as a supporter who contributes through on time delivery, environmental protection and job safety. These are the determinant facts which contribute to an extensive customer acceptance.

We provide a technical and communicative exchange through our SOMMER Academy. Customer service (hotline) as well as field service offers a actual additional benefit for our customers.

Corporate Responsibility

Ecologically conscious thinking during manufacturing and assembling has to lay in the nature of the matter. Benefits at the expense of the environment are near-sighted and do not correspond to our objective targets.

To provide apprenticeship positions is a given part of our company duties.

We regularly offer student positions to gain work experience. As this is expected from us we are pleased to deliver this demand.

Our company is open for customers, suppliers and organisations as well as for fellow citizens. Numerous visits are evidence for this commitment.

Business Results

The results of the technical and business company data's are used for the annual objective finding and objective targets. Our employees are regularly informed about the company developments and have access to the monthly production and sales data as long as they are not violating the data privacy.



Epilogue

In numerous conversations, team meetings and by employee requests, not only in theory but also in practice to demonstrate self responsibility encouraged us to a large part to reduce existing regulations and instructions and to grant most extensive independence to our employees. The contentment and motivation achieved thereby is an important and right step into a common future for our company.

We would like to thank all our employees!

This company obligation is approved and will be promoted.

Gerd Schlaaf

The management



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