

**Our key principle is quality.
50th company certified acc. to ISO 9001 in Austria**

“Maximum requirements placed on products and services as well as an integrated management system for quality and the environment guarantee a top quality level. Up-to-date production sites, permanent training of our employees and the use of exclusively high-grade materials are visible signs of this strategy.” This is a passage of the Corporate Model of Senoplast in Piesendorf, Salzburg. Pioneer spirit and maximum quality requirements led to certification acc. to ISO 9001 as early as 1992. This means Senoplast was the 50th company to obtain a quality certificate acc. to ISO 9000 ff all over Austria. At that time the Certificate was issued by OQS (Certification and Evaluation Ltd.). Today OQS is part of Quality Austria Ltd. Senoplast also is certified acc. to ISO 14001. Quality and the environment are integrated in one management system. The applications of the SENOSAN® plastics semi-finished products that are made from high-grade granules in a single-layer or multi-layer extrusion process and serve for thermal forming range from vehicle construction to the suitcase, from the sanitary area to refrigerator industry and from advertising industry to the prepaid phone card. Senoplast has little less than 400 employees and has a turnover of more than Euro 100 million.

Dr. Hugo Thaller, Quality Manager of Senoplast, in an interview with Axel Dick, Quality Austria.

Dick: **What do you associate with the term of quality?**

Thaller: Quality can be summarized in three catchphrases: reliable partner, customer retention and successful opening up of new markets both with new products and regionally.

Dick: **What significance does quality have for your company?**

Thaller: Quality is a cornerstone for positioning oneself on the world markets, above all in fields of industry that are particularly quality focused.

Dick: **What benefits has your organization drawn from establishing a quality management system?**

Thaller: The benefit is provided by the facts that the idea of quality is corroborated and the employees' awareness of quality is increased so that continual further development in the sense of a CIP is promoted. Chosen quality management tools have also stood the test.

Dick: **What, in your view, are the advantages applying a quality management system yields as compared to your competitors?**

Thaller: The first advantage is that of a certain quality lead relating to standardized products and, above all, new product developments. The second advantage is that of overall internal coordination, in particular between the Production and Service Departments.

Dick: **How do you see the developments and trends in the field of quality management systems in the following years?**

Thaller: Probably there will be an increased integration and combination of the different management systems.

Dick: **Would you recommend Quality Austria to your colleagues? Why?**

Thaller: Yes, as a competent partner for certifications.

Dick: Many thanks for the interview and continued success with quality. Many thanks for your concise answers.