

Customers have more confidence

Frequentis develops communication and information systems for safety critical applications. Having a market share of 30% in the field of language communication systems for air navigation services, the Austrian high-tech company has become the world market leader in this segment. Furthermore, the superior technology and usability of the systems are used in Command & Control Systems that are, e.g., used by the ambulance, police, fire brigade and in river and sea transport, in TETRA mobile radiotelephony as well as for railways and in public transport. A high failure safety, the fact that connections are established rapidly as well as flexibility and interlinkability at use characterize the products made by Frequentis. World-wide customer satisfaction is reflected in an export share of more than 90 per cent. Almost 700 employees work in Austria and the international branch offices. Frequentis was certified acc. to ISO 9001 as early as 1993. Furthermore, Frequentis has been certified acc. to ISO 14001 and OHSAS 18001 by Quality Austria.

DI Gabriele Schedl, Safety & Quality Manager at Frequentis, in an interview with Axel Dick, Quality Austria GmbH:

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

Schedl: I personally feel quality to be the extent to which my conscious and subconscious requirements relating to a desired result are fulfilled. In general I understand quality as fulfilling the entirety of the features and relevant values of a product, which refer to its suitability to meet defined and presupposed requirements within a framework optimized in economic terms. The goal is to achieve customer satisfaction by means of professional resolution strategies.

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

Schedl: Quality is the central element of management and necessary for sustainable business success.

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

Schedl: The benefits can be summarized in the following keywords: stabilization, sustainability, clear structures, transparency, steerability and controllability. I highly appreciate structured uniform procedures. We profit from higher quality and lower costs. Established quality related responsibility and competence facilitate co-operation. The customers have more confidence. It is possible to identify opportunities for improvement and weak points in due time and take countermeasures. And we avoid double work.

Dick: **What benefits were, in your opinion, yielded by the certification of your organization?**

Schedl: Certification offers commercial benefits based on the market requirements and helps to position and assert oneself in international competition. External audits also show opportunities for improvement. External persons help to counteract "organizational myopia". Continual review of the quality management system makes it possible to permanently improve and optimize one's work processes even more.

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

Schedl: Quality management is "state of the art" in our sector. Therefore, quality management is a basic necessity, above all in the safety critical area. The question is as to how well and consistently the competitors practise quality management. The advantages are positioning to the outside world, towards the customer and internal long-term increase in effectiveness. Still another advantage is documented processes and procedures help to boost the range of products and services.

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

Schedl: Requirements that are highly specific to the sector will develop. The crucial question will be as to how we can achieve quality in the field of tension characterized by a lack of time and resources.

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

Schedl: Yes, the QA Auditors simply are competent.

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

Contact

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