

Press release Calendar Week 05/I

For content customers and a sound company Rameder with a new QM ISO 9001:2008 certificate

Rameder is Europe's leading provider of tow bars and transport solutions for cars. 4.8 stars (out of 5) in the neutral eKomi certificate attest to how well its thorough QM goes down with its customers as well. And 2014 was **Rameder's** best year in terms of sales in all its history. One part of this success story is the renowned QM DIN EN ISO 9001:2008 certificate, recently renewed until summer 2016.

"After one year of intensive work, **Rameder** was first certified by the LGA Bavaria in 2001," says managing director Dirk Schöler. "And given our positive experiences, we have since always renewed it. A QM system is an opportunity to prevent faulty processes and initiate CIPs." And **Rameder** has indeed been able not only to make internal processes more efficient and smooth but also to improve its customer support.

These benefit from, for example, an optimised training process, familiarising all staff fast and efficiently, a smooth processing of defective articles and perfectly structured order and delivery processes. Transparent and well documented processes make it possible to prevent a problem or at least to solve it without delay. And product and service quality improvement processes can also be easier started then.

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