

Astra Trading GmbH is located in Hamburg and PPI Rail GmbH is located in Hanover, Germany. The corporate purpose of both companies is to operate in international markets. They are both specialized in trading spare parts in the railway and the rail industry.

Working internationally affects both, values and mission statements, which are both pursued within the companies. Even technological trends including modern and contemporary workplaces are of great significance. These aspects do all belong to the companies' corporate policies. They both aim for employee satisfaction and staff retention by combining the following aspects: fairness, reliability, a clear division of tasks, taking responsibility, and a great expertise of the teams. These aspects are all part of the companies' cultures.

A corporate policy is defined by the management. The policy helps maintaining and strengthening the above-mentioned guidelines and cultures. The main goal is to gain and to keep a good reputation and, through this, to achieve the objects of each company successfully. The central component is not just success and satisfaction of the employees but also of the customers.

For implementation of the quality policy, various key figures can be used. The ones that are most important for us are described below.

Customer Satisfaction:

Only satisfied customers are returning customers.

To us, having a friendly relationship with our customers is of high significance. Our main goal is to help our clients realise, that we'd be available discussing personal wishes and suggestions at any time. We do not see our customers as anonymous clients, but as our partners.

Growth:

As a distributor, we act as an intermediate between customers and suppliers. We therefore always endeavoured meeting our business partners' expectations and challenges or solving problems, respectively. By bundling know-how, we are able to meet our clients' requirements and to provide products, services and solutions. Market changes provide the opportunity of growth and of opening up new markets.

Leadership Competences:

According to CIP (continuous improvement process) we continuously adapt quality management to market changes, new requirements and circumstances. By deriving corporate and process objectives, executives are encouraged to take responsibility for the implementation of describes goals as well as to delegate and therefore to clearly define related tasks and competences to employees.

Preservation of Market Shares:

On our current markets, we like to strengthen our position through cooperation with our business partners while offering reasonable, performance-oriented services and solutions as well as remaining competitive. According to sale of products we continuously strive to operate as a successful intermediate between customer and supplier, that generates added value for all participants.

Profit:

Our goal is to use our profit as a financial support for the potential market growth and to provide all possible resources that contribute to achieving corporate objectives.

Zero-defect Philosophy:

We learn by making mistakes. Every employee has the right and the obligation to recognize mistakes and to fix them in the best possible way. We like to generate impeccable quality and to avoid negative environmental impacts at the same time. We therefore see every mistake as a chance to improvement. The following applies: Error prevention before error detection.

Employee Satisfaction:

Basic requirement for company success is the employees' satisfaction which is characterized by their qualification and motivation. According to that, our motto is 'in the thick of it – not just on the sidelines'. This means each employee has an important role within our team and should enjoy the same degree of respect and appreciation. Required knowledge and abilities can be imparted to strengthen someone's qualifications by the targeted use of training courses.

According to CIP, each employee contributes implementing the quality policy within his or her area of responsibility and field of action. The quality policy is freely available for each team member and is communicated by a person or organization tasked by the enterprise.

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Representative QM-System

Hamburg, 14th May 2019


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