

Our Quality Policy

The responsibility for the effectiveness of the Quality Management System (QMS) lies with the management, supported by the QM team. Together, they take charge of planning, monitoring, and optimizing the system, identifying improvement potentials, and consistently implementing measures in line with a continuous improvement process. The implementation is carefully monitored to ensure that our high quality standards are met.

The quality policy of CALOR GmbH is a central part of our corporate policy and is defined by the management. It is binding for all employees and forms the foundation of our actions. Our quality management is viewed as a key success factor and the basis for the sustainable security of our company. It is aligned with the ISO 9001:2015 standard and encompasses not only our products and business processes but also the company context and external stakeholders. The principle is: the quality of any area can only be as good as the quality of the preceding steps.

For us, quality management is a dynamic process that is continuously reviewed, evaluated, and optimized. The active participation of all employees plays a decisive role in this. Through their significant involvement in the further development of the QMS, we build trust in our performance and quality capabilities. Our philosophy is: Quality is measured by the fact that the customer returns – not the product.

Our primary goal is the highest customer satisfaction. We achieve this through the consistent fulfillment of customer wishes and requirements, as well as by ensuring excellent product and service quality in the long term – at competitive prices and within the limits of economic feasibility. We aim to establish the name CALOR across Europe as a synonym for reliability and quality in the field of thermal transfer ribbons.

Our work is based on a process-oriented Quality Management System according to DIN ISO 9001:2015. This system is a vital tool to strengthen our market position and secure jobs sustainably. The continuous examination, optimization, and adaptation of the measures defined within it to the changing demands of our customers are central components of our quality strategy.

We expect our employees to demonstrate team spirit, customer- and quality-oriented actions, and a willingness to collaborate across departments. The management places particular value on the active involvement of all employees in the ongoing improvement of our QMS and ensures their full support. Through systematic procedures clearly defined in our processes, we ensure that our quality objectives are reliably achieved.