

**Customer Orientation**

We are aware of the demands and wishes of our customers through active market observation. This knowledge is used for the development, production, sales and servicing of our products as well as for the operations of our renal care centers.

**Patient Orientation**

We provide high-quality patient care based on our strong commitments to clinical practice, education, innovation and collaboration.

**Process Orientation**

The fulfilment of customer and patient requirements is the basis for our processes. We keep our processes simple, set clear targets and use our resources flexibly. We focus on prevention rather than correction. We ensure the highest standards of our processes through the qualification and validation of our processes where necessary.

**Innovation and Continuous Improvement**

We continuously review and improve our products, processes and Integrated Management System. Systematic project management and the application of review methods and techniques ensure that products and processes meet the demand targets concerning quality, cost and time.

**Legal Requirements**

Our products, services and processes, as well as our Integrated Management System fulfil current legal and regulatory requirements both in the countries where the sites are located and in the markets supplied.

**Commitment to the Public and Business Partners**

We are a reliable partner for our patients and customers as well as for governments and authorities or suppliers. Responsible behaviour ensures fulfilment of the expectations of the public concerning environmental effects, a healthy and safe working environment for our employees and also being a reliable partner in the region where our sites are located.

**Responsibility**

All employees are responsible for the results of their activities. Clear and binding targets make it possible for each employee to accept this responsibility. Interfaces to internal and external customers and suppliers are organized and communicated.

**Knowledge and Motivation**

Our management creates an environment in which all employees contribute to high quality with their skills and experience. The competence and knowledge of all employees is essential for our success. It ensures that the quality policy and the associated systems are understood and carried further.