

Quality and continuous improvement

The quality of what we deliver and do is very important to us. That's why we have established a quality management system (QMS) in accordance with the NEN-ISO 9001:2015 standard.

A quality management system which functions well can be a very valuable tool. It offers structure and a level of supervision to all processes, both during steady growth and uncertain times, while ensuring that we remain focused on making improvements in everything we do.

We are convinced that the quality of our services and delivering those services are important for customer satisfaction and continuity in the organisation.

That is why we call on all customers, business partners, and other stakeholders to provide us with feedback about our performance and offer suggestions for improvement.

Quality being a living concept depends on intrinsic motivation as well as the will to constantly do the right things and do them well consistently. We hope you notice this in your dealings with us.

Date: 27 March 2024

on behalf of the board of Rotero Holland bv