GIGANT Quality Policy

The GIGANT quality policy is based on three fundamentals:

- ❏ product quality
- ❏ service quality
- ❏ process quality

Quality of products

High quality of the range of products is important for Gigant to further enhance customer satisfaction, consolidate the company's reputation, increase competitiveness and to achieve long-term success. For us, product quality is the sum of a product's quality features and characteristics that determine its value and its ability to meet or exceed customer standards and expectations. It meets the specified requirements and provides high added value for the customer.

Quality of services

Service quality is critical for customer satisfaction, loyalty and reputation. Our goal is to provide high quality service that stands out from the competition, builds customer loyalty and generates positive feedback. It is important for Gigant to continuously monitor service quality, gather customer feedback and to make improvements that meet or exceed the expectations of the customers. We strive to:

- respond quickly and appropriately to customer enquiries, complaints or requests
- reliably deliver service requests
- solve every complaint in a professional manner
- put ourselves in the position of customers and understand their needs and expectations
- always maintain a service-oriented attitude with fairness, kindness and empathy
- carry out service operations efficiently

Quality of processes

Process quality is crucial for the efficiency and effectiveness of the company. Well-designed and high-quality processes save time and resources, improve customer satisfaction and increase competitiveness. Process quality is continuously improved through the regular monitoring, evaluation and optimization of processes. In every process we consider:

- Clearly defined goals and steps: a good process is characterized by clear and measurable goals.
- Efficiency: efficient processes achieve the desired results with the least use of resources such as time, money and human resources.
- Reliability: a reliable process delivers consistent and predictable results.
- Quality assurance and control: early detection of errors or deviations allows them to be corrected quickly and the quality of the process to be maintained.
- Flexibility and adaptability: A good process is able to respond adequately to changes in needs, resources or environment.
- Employee engagement: Employee involvement and commitment play an important role in decision-making. Good communication and collaboration support process quality.

GIGANT
Verpackungstechnik