Quality Policy

In daily competition, satisfied business partners are the key to success. In this sense, LKW WALTER has defined a central corporate principle:

"In providing our services, we want to meet the wishes of our customers better than our competitors do."

By “meeting better”, we mean competent presentation of our staff, flexibility, reliability and punctuality in vehicle management. In addition, seamless transportation monitoring, compliance with the terms, swift complaint processing and preventive measures to avoid errors.

Integration of our suppliers and transport partners into our management systems and long-term and close relationship are another cornerstone in the achievement of these quality objectives.

The workflows of LKW WALTER are documented and form part of our certified quality management system according to ISO 9001 (auditing company: Lloyd’s Register Quality Assurance), as well as the basis for the continuous improvement process (CIP).

LKW WALTER agrees measurable quality goals with all organisational units and evaluates the degree of their fulfilment using modern IT systems. The results are analysed by all management levels and provide the basis for future management decisions.

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For the Board

Johann Anderl  Helmut Eder