

Philosophy

- Our customers are our true employers and pay our wages and salaries.
- Our customer is the most important person for our company, regardless of whether they are present, whether they are writing or calling.
- They are not dependent on us, but we depend on them.
- They do not disturb us at work, but they are the purpose of it. Our customer is not a stranger but a living part of our business.
- If we fulfill their wishes, we are not doing them a favour. They will do us a favor if they let us fulfill their wishes.
- A client is not a number but a man of flesh and blood. With qualities and moods which we have as well.
- They do not come to us to conduct disputes or to prove their intelligence. But they have the right to express their opinion.
- They present their wishes to us. It is our task to fulfill these desires both for them and for us.
- Customer focus is the most important prerequisite for commercial success!