

The quality policy is defined by the top management. The main focus of the quality management system (QMS) of IB-Lenhardt AG is on the following points:

- Providing quality services to our clients that meet their requirements and are suitable for the intended purposes.
- Operation of our company in accordance with DIN EN ISO 9001 in the currently valid version.
- Improve the skills of managers and employees by reviewing and actively pursuing an ongoing training policy, with the goal of preparing employees to perform their jobs more effectively.
- Promote a culture of quality and continuous quality improvement
- Embedding ethical principles and integrity in the corporate culture
- Risk-based thinking.
- Strict control of projects in accordance with customer requirements.
- Promoting the quality management system and ensuring its implementation through internal audits, management reviews and corrective and preventive action.
- We stand for innovative, state-of-the-art technology and digitalization of our processes at the highest level.

This means that everyone is responsible for quality within the company and for maintaining high standards. To achieve these goals, the following principles must be followed:

1. Product quality

The products of IB-Lenhardt AG, such as test reports and certificates, must comply with the normative requirements, the state of the art, the requirements of the legislator as well as the expectations of our customer.

2. Efficiency

Process-oriented procedures and continuous monitoring of the management system ensure short delivery times and fast market access for our customer.

3. Competence

The competence of the employees is built up and expanded through a continuous training policy. This is based on both internal and external training, and needs are identified in regular employee appraisals.

4. Improvement

There is nothing that cannot be improved. Every mistake contributes to our continuous improvement process and increases the quality of our service. Our processes are regularly examined, adapted and optimized. We and our processes are always kept up to date through regular knowledge checks and internal projects.

5. Risk orientation

Every risk also holds an opportunity. Through our risk-oriented thinking, we promote effective process design and offer our customers a high-quality service at attractive conditions.

6. Impartiality

As an independent testing company, our employees are not bound by instructions in their professional decisions and act independently, objectively and impartially. Integrity is the basis of our professionalism.

7. Developement and implementation the management system

Quality management further develops the existing quality management system and demonstrates the continuous improvement of its effectiveness.

Top management undertakes to fulfill the applicable requirements and to continuously improve the quality management system.

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18/09/2026



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