

M&M MILITZER & MÜNCH: POLICY

Vision

“We aim to be a leading service provider and to offer our customers in Eurasia and North Africa worldwide, integrated transport logistics solutions – with the help of our highly skilled and motivated personnel.”

Mission

Militzer & Münch strives to strengthen its market position with market-oriented, high-quality products, optimised transport offers, and specific logistics solutions for the industry.

The Group's defined geographic focus is on Eurasia and North Africa, where we will continue operating with the extraordinary pioneering spirit that permeates the Group across all levels. For Militzer & Münch, pioneering means being among the first international transport and logistics providers in the new, emerging markets, establishing an excellent market position there, and maintaining it. That way, our company network has grown and is growing organically.

The backbone of the organisation is provided by the Militzer & Münch units in France, Germany, Russia and China, countries with high trading volumes among each other and also with other Militzer & Münch countries.

The main assets of our business are: customer intimacy, entrepreneurial excellence, and highly motivated personnel – all this combined with an in-depth knowledge of the foreign cultures we operate in. At all levels, Militzer & Münch managers are required to be leaders accepted by their staff, and simultaneously to act as coaches for them.

Our target is to expand our geographic reach and market coverage by founding companies in the new, emerging markets of Eurasia and North Africa. With our own companies/branches in each country, we guarantee deep rootedness in the local work culture and the local customer relations. Our companies offer transport and logistics services to and from their base country as well as domestic services.

We aim to maintain and constantly expand our market position by precisely identifying the current and potential requirements of our customers and interested parties, and by continually increasing their satisfaction.

In order to fulfil the goals of the company policy and to reach our expansion targets, the management endeavours to effectively and efficiently control the risks and tap the opportunities of the business by:

- Adapting existing products and procedures to changing market requirements, and implementing new, externally proven processes to enable Militzer & Münch to become a competitive and performance-oriented transport and logistics provider, and to achieve sustained success.
- Ensuring priority of quality in the activities of all company departments, and placing top quality performance at the basis of all operational and strategic decisions. Periodic analyses and evaluations of the results of quality improvement measures, and systematic control of the implementation of the targets aimed for at all company levels guarantee continuously high quality standard performance.
- Continuously and actively analysing customer satisfaction with the services provided by use of modern methods. This includes a thorough analysis of the results obtained and taking immediate corrective or preventive action to eliminate any dissatisfaction, while also analysing the efficiency of proposals made by customers for improving the mutual work.
- Providing an appropriate working environment, observing the rules on health and safety at work and meeting the requirements of environmental legislation.
- Periodically controlling and analysing the applicable regulatory requirements, the prerequisites of national and international legislation, and assessing their impact on the company activity, as well as continuously controlling the fulfilment of all QMS obligations concerning appropriate documentation.

In this context, we are committed to providing the required leadership, management and resources and we will ensure that the company's Quality Policy is reviewed annually and communicated to employees and third parties.