

# QUALITY

**“Do it right the first time”  
is what Andritz strives to achieve**

**The high technical standards of Andritz products and systems require manufacturing standards of the highest level, a systematic organization, well-defined business processes, and well-trained employees. Thorough knowledge of key technologies is a prerequisite for developing machines, plants, and processes that meet or even exceed customers' requirements and expectations.**

Andritz Group manufacturing sites focus on key components and equipment whose design and manufacturing require special knowledge and experience. Other components are sourced from qualified sub-suppliers located, typically, either in the vicinity of Andritz's customers or close to an Andritz production site. Sub-suppliers are carefully chosen based on their ability to fulfill requirements with respect to quality, delivery time, and cost. Most sub-suppliers have long-term experience working with Andritz. They are a key factor in the cost leadership of the Andritz Group.

## Major developments in 2005

A focus of the Andritz quality management activities in 2005 was to install and further develop quality assurance systems in two major markets, China and South America. Andritz Technology China, one of the fastest growing branches of the Andritz Group, was prepared for ISO 9001 certification. Emphasis was on the international product quality level in Andritz's own manufacturing and in the sourcing in China. In South America, the quality organization was further strengthened to ensure customer satisfaction.

To facilitate global engineering, large efforts were undertaken in the further standardization of Andritz products. In order to better serve its global customers, Andritz developed a tool that allows the selection of the correct material across national borders. This database of equivalent materials used in major markets is implemented in the global Andritz ERP system. Quality inspection plans were also revised and localized to reflect the different environments.

The intranet-based system for feedback and suggestions for improvement was installed at practically all sites of the Andritz Group after it had been successfully used by the Andritz organizations in Austria and Finland for a long period of time. This tool helps the Group to improve on a wide range of levels, including manufacturing, standardization, and business processes.

Recently acquired companies were supported to improve in risk assessment and safety issues with respect to legal requirements.