

NORMA Group is committed to delivering total customer satisfaction and creating absolute trust in its products and services.

NORMA Group will achieve customer satisfaction through an efficient & effective Quality Management System that aligns all relevant standards complying with all requirements from all interested parties.

NORMA Group is committed to:

Zero failure mindset

We aim to achieve zero-failures in our manufacturing and business processes. We consider our products `mission critical` for our customers.

The customer perspective

We understand the diversity of our customers and aim to exceed their expectations.

Continual Improvement

We drive continual improvement through our Quality Management System and use the Norma Business System as a tool to improve.

Compliance

We comply with all applicable standards and requirements that are relevant to our business activities and all legal & statutory requirements.

Data driven decision making

We steer our business at every level by monitoring and acting on our key metrics.

Technology

We continually invest to ensure world class process capability.

Our People

We empower our people to emphasize individual and collective responsibility to meet the objectives of our business.

Our Quality Policy is available to all Interested Parties on request.

A blue ink signature of Dr. Daniel Heymann, written in a cursive style.

Dr. Daniel Heymann
Chief Operating Officer

A blue ink signature of Thomas Gutbier, written in a cursive style.

Thomas Gutbier
Vice President Quality & EHS