

THE QUALITY MAGAZINE
2024/25 EDITION

BACK TO THE
MOODS
The QM
Challenge

WHAT DOES
QUALITY MEAN?
A Holistic
Observation

A QUALITY PARTNER IN
EVERY RESPECT
Case Study by
REIFF Technische Produkte GmbH

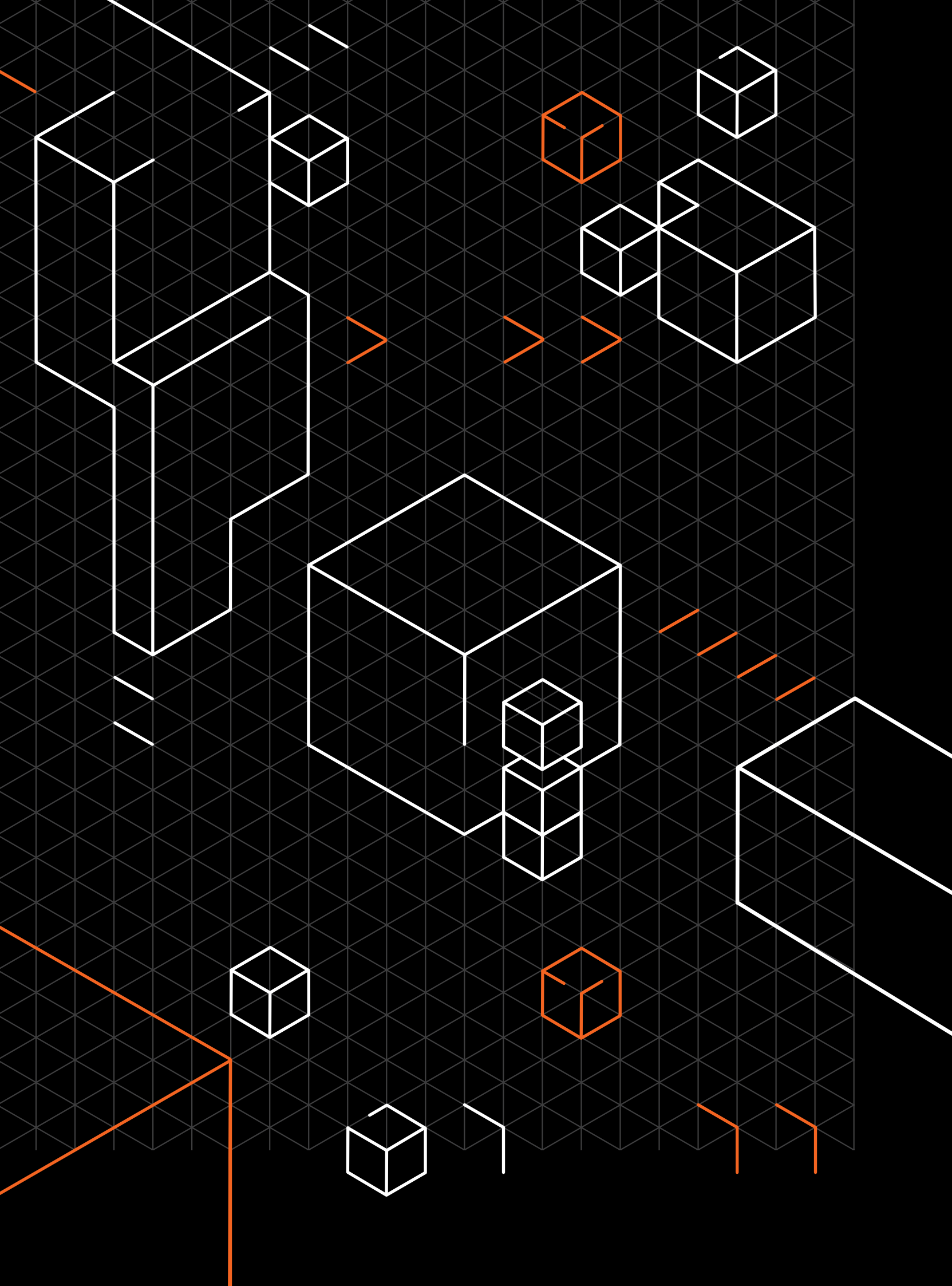
Q.Magazine

A LOOK BACK AT GENUINE QUALITY

How We Recognize True Excellence and
Stand Out from the Crowd

BABTEC





WHAT DOES QUALITY MEAN TO YOU?



When was the last time you consciously addressed this question? Is the importance of quality really anchored in your entire company – among all employees? We are facing major challenges: in terms of economic development, but also in terms of how we organize ourselves as a company and as a society. In times in which other countries can also deliver quality – and sometimes far more efficiently than we can – and in which a huge amount of expertise is threatening to disappear with the baby boomer generation, we cannot afford to miss out on innovations and lose valuable knowledge.

Instead, we need to take a broader view of the term "quality" and develop a new understanding of quality that encompasses the entire organization: Let us no longer just focus on the end product and its production, but on all company processes, and let us ensure that the knowledge in our employees' heads is passed on to the next generation! Only in this way can we ensure that the true value of sustainable quality is preserved. After all, it's not just a criterion for your products or services, but also a promise to customers and a key factor in the success of the company. In the current issue of Q.Magazine, we would like to develop new perspectives together with you and help you to understand quality as a holistic concept that strengthens your company and enables you to successfully face the challenges of the present.

What we need for this is a changed organizational culture. And we need people who are willing think outside the box. **Wolf Lotter** therefore reminds us in his leading article what "genuine quality" means. In a world that is all too often dominated by mass production and consumerism, he calls on us to rediscover and appreciate the uniqueness and authenticity of personal quality. It is time to end the era of the throwaway society and create products that not only work, but also inspire and endure. Join us on a journey to explore the true essence of quality. Matching this, **Dr. Markus Reimer** explains why we need a new "Made in Germany" and how we can master this major challenge.

Against this backdrop, Caterina Feld, Senior Expert Business Development at Babtec, emphasizes the importance of quality as a subjective but essential corporate principle. She illustrates how quality is expressed in products and processes and argues for a holistic understanding of quality that encompasses all aspects of the company and requires the involvement of all employees. In her view, nine fields of action, which should be viewed and linked as an overall system, lay the foundation for transparency and efficiency in a company's (integrated) management system. It is therefore no coincidence that these fields of action are also supported by the Babtec software, which is launching its latest generation this year.

This year's two case studies also prove that quality in practice is much more than the end product: **REIFF Technische Produkte GmbH** not only attaches great importance to optimal quality processes, but also supports the expansion of the Integrated Management System with Babtec software. It is essential for the company to involve all responsible employees in the processes and to think about quality across all departments. **Karcoma-Armaturen GmbH** also reports on its experiences with Babtec's comprehensive solutions and the associated end-to-end digitalization in quality management.

We wish you a lot of worthwhile reading time.

Marc Osenberg, Editor
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Today's world is largely dominated by consumerism – and quality is in danger of degenerating into a mere feature of products. In this year's issue, our authors explore, among other things, the questions of what constitutes genuine quality and how it can be successfully integrated into the corporate context.

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Genuine, personal quality: In his leading article, Wolf Lotter explains why we should turn our backs on off-the-rack products and once again focus on customized goods that meet our individual needs.



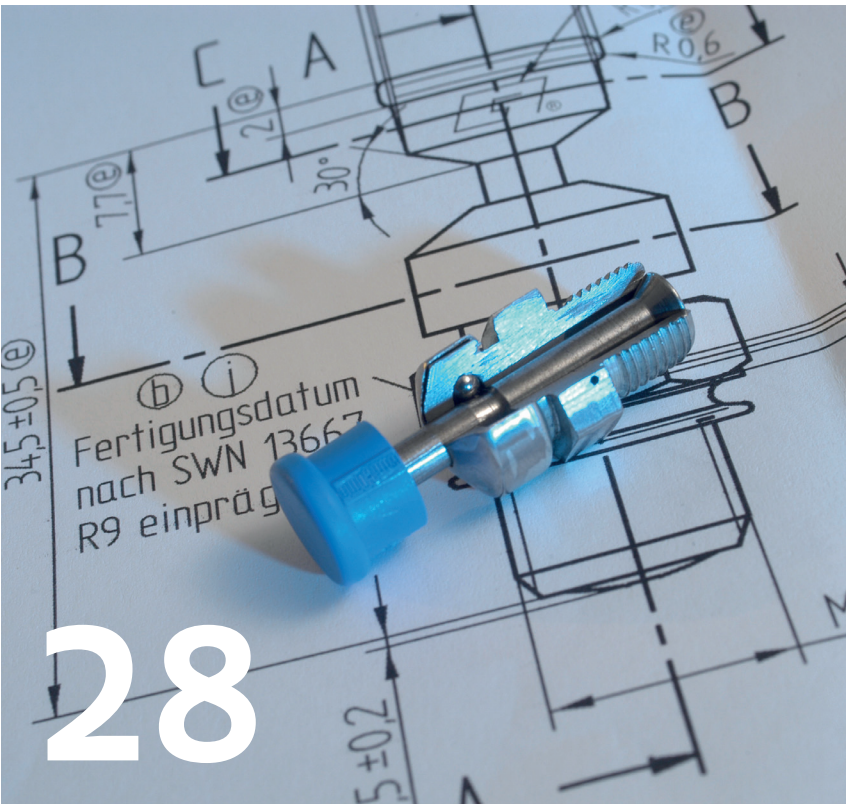
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For Karcoma-Armaturen GmbH, quality means more than "just" product quality. Requirements, sustainability, processes, document control – in the case study you can read how all areas are optimally covered by Babtec's software solutions.

BloQ
Blog for Quality



**Want Some Expert Knowledge?
Stay Informed!**

In addition to the Q.Magazine, we keep you informed about exciting quality topics, updates and current trends on our BloQ, the blog for quality. In this magazine you will find links that will take you directly to the relevant content in BloQ and on our website.

Imprint

Publisher: Babtec Informationssysteme GmbH, Clausenstraße 21, 42285 Wuppertal; Responsible: Markus Köntker [liable under press law]; Editor: Marc Osenberg; Layout: Ricarda Levering; In Cooperation: Lea-Maria Anger, Caterina Feld, Jean Marcel Haupt, Manuel Klötzer, Lutz Krämer, Katrin Stratmann; Images: p. 1 © Andreas – stock.adobe.com; p. 3 David Rasche; p. 4 (top), 11 © 2021 Katharina Lotter; p. 5 (top), 24-27 REIFF Technische Produkte; p. 14 Patrick Kaut; p. 17 Uwe Schinkel; p. 22 3D model: National Institute of Standards and Technology; p. 23 © PerigTemplate – stock.adobe.com; p. 35 (bottom) © ZinetroN – stock.adobe.com; Printed by: EUGEN HUTH GmbH & Co. KG, Vohwinkeler Straße 65, 42329 Wuppertal; All articles are protected by copyright. All rights reserved.

LITY

After the standard comes personal quality.
However, the human factor of goodness
in the 21st century first requires a thorough
analysis and then our serious participation. >

— by Wolf Lotter

Do We Know What We Know?

This old question, which managers like to ask their employees during transformation processes, is once again relevant today. It is aimed at taking the time to look at what we already have, to take an inventory of the organization, an inventory of strengths and weaknesses – and to discover how much more is possible than seems to be the case today.

That Doesn't Sound Bad at First. But Can We Make It Work?

So much skepticism at the beginning of a story that wants to show how much good and far better genuine, personal quality can lead to? Yes, because we want to approach the matter in an enlightened, pragmatic way, not with that social media euphoria where the new is always hyped up only to fail at the foundations. That's the reason why transformation projects so often fall apart. We are always looking up in the air, to the 5th, 16th, 55th floor, always further up. We don't like to look at the foundations on which all this stands. That's civil engineering. It's not built on utopias and visions, but on solid ground.

»People only notice the difference – that's the guiding principle of genuine quality«

If you want to know what you can know, you first have to look at how we became what we are. The Industrial Revolution completely changed the old world more than two hundred years ago because it fundamentally questioned the meaning of one thing: uniqueness. In this context, both mean the original, that which exists only once. Something that can be clearly and distinctly distinguished from other, similar things and circumstances. "People only notice the difference" – this sentence attributed to Sigmund Freud, the father of psychoanalysis, shows us how we humans are wired. We only notice what we can distinguish. Difference and diversity, i.e. complexity a.k.a. variety, which can be recognized and explored, are the mines, the sources for this distinguishability of the original. The genuine is so important in the material world because there is no second chance. A picture, a work of art, once destroyed, is lost forever.

From the perspective of uniqueness, it doesn't matter whether we are technically able to produce countless copies of it – in the digital world even those that cannot be distinguished from the original, even by experts. The real thing can be simulated, but not simply recreated. That's why people in the Middle Ages went crazy collecting the mortal remains of saints – and what they thought were relics. Relics transfer the spirit of an active saint to the new owner. Instead of spirit, you could also say meaning or significance. Today we laugh at the credulity of our ancestors. But are we really any different? We will see.

The industrial revolution snatches up the original, the highest level of quality, and turns it from a unique thing into a form in the sense of a template from which as many copies as possible, as perfect as possible, are to be created. The original has become a mere template whose purpose is to be reproduced. Industrial society translates as a society of diligence, and diligence is the cipher for the fact that we always do the same thing with great discipline. We can therefore justifiably call the industrial society the copying society. It takes originals of all kinds, from the pot and the pan, which were still made by the blacksmith, and forces them into a mold in order to turn them into mass. Quality is now just a stirrup for quantity, the real thing is absorbed into mass production. >

Industrial Society Copying

T

This has its good side. Industrial production is ending the era of steady-state growth, which is sold to many today as the good old days, but was nothing more than a scream. The end of

injustice for the vast majority of people. Only the rich and powerful could get their hands on originals and unique items; the great economist Joseph A. Schumpeter, the father of the idea of "creative destruction", praised industry because it finally gave the anonymous masses a chance to own at least a (mostly poor) copy of the originals that had previously only adorned the households of princes and bishops. According to the OECD's Millennium Report 1999, the Industrial Revolution increased the material basis in Western Europe 44-fold and almost tripled life expectancy. The more goods were available to more people, the more education and prosperity were created. That's a good thing.

However, with increasing mass production, quality is moving from authenticity and uniqueness, i.e. its originality, to a measurable and standardized value, to what we call standard and norm. This is urgently needed. In the 19th century, the copies from the factories are miserable. Steam boilers explode every day. The Association of German Engineers (VDI), which was founded in the mid-1850s, was intensively involved in the exchange of knowledge in the still young mass production sector. The Technical Inspection Association (TÜV) emerged directly from this, and it took almost another 60 years before the forerunner of today's German Institute for Standardization (DIN) was founded in 1917. In all cases, the focus is on safety, reliability and improved usability. The unifying element in standards and norms is the standardization of products, and later also of many services.

All of this is part of the foundation described above. These are the pillars that create reliability in the first place – and without which nothing works today. But they are only the foundation, the secure, solid basis for further action in terms of quality, which is now returning to the realm of authenticity. How so?

We Can Learn the New Quality Features from Art

Firstly, mass production requires mass sales. At some point, the markets are saturated. In order not to jeopardize the pull of sales, needs must be created in saturated markets that those in need are not even aware of. Incidentally, this does not speak against these products and services. Nobody missed a smartphone when they didn't have one, but ask people how far they would get today without one. But where many already have a lot, the distinguishing features become important. The Norwegian-American sociologist Thorstein Veblen was already investigating this at the turn of the 19th and 20th centuries in his "Theory of the Leisure Class" when he observed East Coast Americans who have become rich through industrialization as they indulge in art. They do this in order to achieve social prestige, recognition as an individual who accumulates more than mere material goods. That is the way we all go: the more we have, the more important personal quality becomes. Without exception.

Why art? Because it is the only survivor of the old world of the original. Art – especially painting, literature and music – eludes mass production. Countless sculptors, portrait painters and occasional writers were put out of work by the Industrial Revolution. Today, this is being repeated in AI. Mediocre actors are simply being replaced by it, as are normal copywriters, and the famous department store music is composed no worse by algorithms than by the unknown musician around the corner. What harms the average helps the exclusive, the unmistakable. We see this in the enormous prices for works of art, paintings and sculptures. But we also see it in the prices for one-off events, art in the form of a pop concert or an action. There it is again, the good old trade in relics, only not with bones, but with experiences.

This Is

Take it Personally:**Quality in the Eye of the Beholder**

The quality researcher and engineer David A. Garvin spoke of "transcendent quality" in this context. It stands on the foundation of the scientifically measurable (quality, standard, norm), but it is far more than the subjective perception often attributed to it by the old quality work.

It establishes the relationship between an object or a service and the user. If the standard is the purpose, then the transcendent quality is the meaning of the thing, that which the observer or user ascribes to the thing. This is subjective, yes, but it is the most important factor in today's knowledge economy. Walter Benjamin made a very similar argument with his aura from his famous essay "The Work of Art in the Age of Mechanical Reproduction", one of the most important texts for understanding the new knowledge economy. On the basis of the copies – which secure our foundation – we create a fixed relationship through the experiences and attributions we give to things and services. The knowledge economy and its transcendent quality is the personalization of quality, and every brand company has long been living off it. Entrepreneurs in the knowledge society are therefore nothing other than those creative knowledge workers who are aware of their uniqueness. If the industrial workforce is consciously designed to be replaceable, the quality of knowledge workers returns to the master image of the past, in which certain results were tied to certain people.

Where the worlds of the new personal quality and the old standardization collide, the impact is profound. That's why it is so important to understand that it is not a question of playing one off against the other, but of understanding the evolution of the quality concept from the foundation to the higher new levels. No norm, no standard, no safety considerations have to be abandoned for this. On the contrary. Very good products and services, on which long-term relationships with their creators are based, always need a strong safeguard in terms of "material quality".

Saying Goodbye to Off-the-Rack Products

But they are worthless without the aura of personal relationships. And they become less valuable. Why? Because norms and standards are part of the routine, but innovation, authenticity, originality and human relationships are not. In the age of digitalization and AI, nothing happens that hasn't already happened. Automation continues, we are creating new tools that relieve us of tedious and monotonous routine work. Everything "normal" will ultimately be swallowed up by it. What do we have left? An incredible amount. The world of personal quality starts where previously only off-the-rack products were supplied to meet individual needs. We have to learn to produce customized goods again. People only know the difference. Genuine quality ends the era of the "consumer", a treacherous word that indicates that we always have to consume in order to satisfy needs, but are never really satisfied – in other words, the throwaway society. Through it, we arrive at least partially at a world in which we get what we really like. Because we have helped to shape it ourselves – through the meaning we give it. We want it. It is our thing.

**The Expert**

Wolf Lotter is an author specializing in the transformation from an industrial to a knowledge society. He was a founding member of brand eins and is a columnist for Wirtschaftswoche and futurzwei, among others. He has published numerous bestsellers on the topic, most recently: "Die Gestörten" about creative knowledge work (rowohlt/brand eins Buch, 2023) and "Echt. Der Wert der Einzigartigkeit in einer Welt der Kopien" (Econ/Ullstein, 2024).

www.wolflotter.com

Genuine Quality.

BACK TO THE MOODS

The Revitalization of
"Made in Germany"
as a Central Task
for Ourselves.

— by Dr. Markus Reimer

MOOD 1

"You Are of the Opinion: That Was AWESOME!"

It all began almost 140 years ago. On August 23, 1887, in England. On this day, the British Merchandise Marks Act was passed. So far, so unknown. The act stipulated that products from Germany had to bear the words "Made in Germany" with immediate effect. Why? Because products from Germany at the time were copies of inferior quality, especially knives and blades. The "Made in Germany" label was therefore intended to warn consumers of inferior products from Germany. So much for the known intention.

What developed from this English intention in Germany and soon far beyond is as well-known as it is legendary. Despite the originally negative connotation, "Made in Germany" developed over the years into an internationally recognized quality label that suddenly stood for high-quality products – and still does and must in the future. Important: must!

Germany gradually managed to turn this intended mood against its own products. International recognition and economic success ensured the corresponding self-confidence of German manufacturers and industry. The foundations for a successful industrial nation had been laid. It could be built on. And it was built on. For decades! "You are of the opinion: That was awesome!" The mood rose!

MOOD 2

"You Are of the Opinion: THAT Was Awesome!"

What the famous German show host Hans Rosenthal always called out to the German people in his show "Dalli Dalli", accompanied by a leap in the air, was met with enthusiasm. He shouted: "You are of the opinion that was ..." and the audience shouted back at him: "Awesome!". "Awesome" is an expression for the highest quality. Unity. In spirit, a whole nation leapt into the air with Rosenthal! Top atmosphere! So much for the show.

In reality, the mood continued. German products became better, more unique and more successful. The English "made label" became a global quality label: 100% focus on quality, customer expectations and progress. "Made in Germany" was a unique quality standard for decades.

It was no coincidence that this happened. Several reasons created the conditions for it. One of them is fundamentally peculiar. Ironically, a key factor in the incipient "economic miracle", the "being at the top" of the 1950s, was the dismantling policy of the Allies after the Second World War. At that time, reconstruction had to be carried out on completely new "zero-base" foundations. This was done in a modern, rationalized and future-oriented way, because the past and present were no basis. "Necessity is the mother of invention", as the saying goes, "start again from scratch" – we know that too, and there is something to it. The "inventive" gave rise to many different things, but above all to products that were reliable, robust and at the cutting edge of technology. "You are of the opinion: That was awesome!" And now the word "was" takes on a significant meaning. Because things have changed. There are holes in the good mood.

MOOD 3

"You Are of the Opinion: That WAS Awesome!"

The German quality thinker Benedikt Sommerhoff describes the current situation very well in his article "Can Germany still deliver quality? How we can revive our important competitive factor" and states that Germany "stands out globally with a lack of digitalization, unsuccessful large-scale projects, failing government pilots, excessive bureaucracy, dependence on yesterday's endangered and dying industries, political hesitancy and social resistance to change in the face of escalating global and national challenges." Well, there's probably no better way to sum it up. "Top" was somehow yesterday.

So where has it gone, the parenthesis that made up our "being at the top"? Do we as a nation have a new parenthesis? To use another famous parenthesis for a nation, the well-known moon flight of America: John F. Kennedy shouted to his people at Rice University on September 12, 1962, "Why, some say, the moon? Why choose this as our goal? And they may well ask why climb the highest mountain? Why, 35 years ago, fly the Atlantic? We choose to go to the moon. We choose to go to the moon in this decade – not because it is easy, but because it is hard." And certainly because

no one has ever done it before! We're doing something completely different than anyone else has ever done before ... and it's hard. Can the "hard" still function as motivation today? The success of our industrial society has ensured a very comfortable level of prosperity in recent decades. Especially, but not only, in Germany. That is still the case. We are infinitely far away from a zero base, from hardship. And when we talk about "WAS awesome", then we can be honest with ourselves that we are still very much at the top. But it is crumbling. In many places. And badly. All of this has a lot to do with quality management.

MOOD 4

It Is What It Is: Awesome Was Yesterday!

If we stick with Sommerhoff's analysis, then we are talking about a lack of digitalization, excessive bureaucracy, dependence on yesterday's endangered industries and the death of future-oriented industries or social resistance to change. As a result, Germany no longer appears to be competitive in many areas. Which in turn means that others are! And it is worth looking at the context. ISO 9001 prescribes this anyway. So what's going on?

On the one hand, there are the technological changes and everything that can be subsumed under Industry 4.0. Digitalization and automation have not only changed the industrial landscape, but society as a whole. Here we were largely left behind and could not be reached. Other countries have defined the speed and level. Other countries have not only caught up, but in some cases overtaken us. They perform and produce to a high standard. Suddenly there are a lot of leaders and we have noticed this too late – not least due to a certain arrogance. The result is a mood of economic uncertainty, which is further clouded by geopolitical and climate-related factors. The refugee crisis, the handling of climate change, the attitude towards Russia and China or the role in NATO are topics that influence Germany's reputation abroad. Many people now see Germany as too arrogant, too moralistic or (still) too dominant. The Director General of the World Trade Organization (WTO), Ngozi Okonjo-Iweala, who comes from Nigeria, said in September 2023 at the Federal Foreign Office's Ambassadors' Conference: "When we talk to China, we get an airport; when we talk to Germany, we get a lecture." If we as an export nation are only expected to give lectures, then "Made in Germany" is over.

The mood is sinking and once again there is unanimity, even without Hans Rosenthal: "You are of the opinion that nothing is awesome anymore!" And that's where it gets difficult, because another Rosenthal, namely Robert Rosenthal, a social psychologist, appears on the scene. In the 1960s, he experimentally proved that bad mood is much more than just a bad mood. The so-called Rosenthal effect describes the phenomenon that the expectations of an experimenter can influence the performance of the test subjects. In an experiment conducted by him and Lenore Jacobson in 1966, teachers were told that certain pupils were particularly intelligent. Although they were selected purely at random, they actually performed better than their classmates at the end of the school year. Expectations and prejudices have a significant influence on people's behavior and performance. This means that our mood today is decisive for our future. >

"BACK TO THE MOODS"

Focusing on What Really Matters

What does quality management have to do with all this? Can quality management even cope with this major issue? Let's put it this way: it won't be easy, but there's no way around it. Because everyone involved must be aware of one thing: quality management is not a sub-discipline; quality management is a meta-discipline! A meta-discipline of planning and doing. This means that quality management plays a role everywhere and we are back to the above-mentioned success factors of reliability, robustness and, above all, development, i.e. differentiation. The current basis is neither "zero" nor "emergency". But the importance and urgency is, as shown, still more than given. The trend is going in the wrong direction.

For us as a nation, politically, socially and economically, this trend is an enormous challenge. But we must first become aware of this. This isn't easy for arrogant, moralizing and dominant actors. In this respect, we as a nation should think about ourselves and our mood. Who are we? What characterizes us? Where do we want to go? What do we stand for? What do we not stand for and where do we not want to be in the future? Do we really want to build airport after airport at the drop of a hat, to stay in the image of Ngozi Okonjo-Iweala? Or can we also offer alternatives? These should of course go beyond the "proposal". Apart from that: we can't do airports anyway. What do we have to offer beyond machine materialism? Besides "Made in Germany", don't we also have the label "Poets and Thinkers"? What if we put thinking at the forefront and end up with an outstandingly productive knowledge society? Reliable, robust and different?

Reliable in All Directions

If we agree that "reliability" should be an essential quality category for companies and therefore ultimately also for the nation, then we will (re)gain the necessary customer and employee trust. Reliability is the opposite of coincidence and quality must never be a coincidence. Customer retention and loyalty are logical consequences that also lead to the corresponding reputation. "Reputation" is the result of a functioning quality management system and a powerful factor in setting a company apart from its competitors. It goes without saying that reliability is directly linked to "safety". Who doesn't want safe products and conditions? Quality management can guarantee exactly that. It's about the expectations and needs of stakeholders being met through reliable processes with reliable services. Our quality management systems must be geared towards this. If it's our aspiration. If it's the aspiration of many, then it becomes the moon trip of an entire nation – even without necessity. And the mood rises.



The Expert

Dr. Markus Reimer is a quality auditor and keynote speaker with a background in corporate practice oriented towards agility, sustainability, innovation and digitalization. In his lectures, he points out the presumed boundaries and potential in the thoughts and actions of people and organizations.

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Robust in All Situations

The corona pandemic, but also a leaning ship in the Suez Canal, have shown this: The economy operates in processes trimmed for maximum efficiency. This effectiveness and efficiency, which has been worked out over decades, is based on the best possible assumptions. They are therefore built on fragile best-case foundations – which, as we have seen, were anything but robust. Robustness refers to possible difficult and unforeseen conditions. With well thought-out and above all honestly serious risk-based thinking and action, disruptions, stress and extreme conditions can be withstood. Robust systems do not retain their functionality selectively or temporarily. They are also efficient over longer periods of time, even if the conditions change from best to worst. If this is perceived internally and above all externally, increasing (customer) trust is a logical consequence. Robustness also leads to reliability, which in turn contributes to a genuine, honest reputation. Are these elements of our corporate policy and objectives? It is definitely the task of an acting meta-discipline. If it succeeds, then it is a good brake to keep the mood from sinking further. At present, this is only possible to a very limited extent.

Differentiated Into New Realms

Differentiation is now perhaps the most decisive factor in quality management. Many are simply the best. It is therefore important to set yourself apart from the competition. This cannot be achieved by maintaining the status quo, by ensuring quality. It is now about uniqueness, about one's own positioning on the markets. This is by no means easy to achieve, in fact it is difficult. Doing what you have always done or doing what others do: That would definitely be easier. But the hard part, isn't that what can be an incentive? The desire to create a new "Made in Germany" that stands out from other market players? But for this we would also need a national quality model. Over ten years ago, the German Society for Quality drew up and published a quality mission statement for Germany. Little has come of it. But perhaps it's time to develop a new mission statement!

"BACK TO THE MOODS"

"You Are of the Opinion: This WILL Be Awesome!"

At the moment, everyone is in agreement again: we believe that nothing here is awesome anymore. This is true in some respects. But certainly not in all respects. In this respect, it would be appropriate for us to take a realistic look at our context and evaluate it. It's certainly not all bad. But yes, there is also an enormous need for action.

The question then arises as to what extent we want to adapt to everyone else globally or whether we would rather take the "difficult path" of being different from others. Politics can or should also play a key role here. Do we have a vision for Germany? And how could this be reflected in corporate mission statements? It's about standing out from the crowd in order to become more attractive. This can only be achieved by being different, by differentiation, which must be anchored in serious corporate policies that guide action. Differentiation means not only product quality, but also process and structure quality. It's about the overall consideration of the results of the companies and, ultimately, about Germany as a whole. We need a new "Made in Germany"!

It will all be difficult. But it could be worth it. Actually, it's not an option; it's a necessity, even without necessity. The conditions after the Second World War were far worse. Let's do what real quality management practiced as a meta-discipline: Evaluate context. Recognize opportunities. Set goals. Reliable planning. Implement robustly. Exploit opportunities. Permanently improve. And position itself attractively in the long term through unique performance.

»The mood could rise. It's going to be awesome! That's my opinion.«

What Does Quality Mean?

With this question, I am not referring to the much-quoted definition according to ISO 9001 or from selected specialist literature, but rather to what people and companies understand by quality. For many of us, it is a central factor that plays an important role in almost all areas – be it in the development and manufacture of products, in service processes or in customer care. This makes it all the more important to have a clear understanding of what we mean when we talk about quality these days.

A Subjective Perception?

During a supplier audit, I asked a lady who was standing on the assembly line in the plastics production department, who picked up every part before it was packed and looked at it very closely, what she was looking out for. Her short answer was: "Has to be nice." Naturally, I became curious and continued to ask in an auditor-like manner what beautiful meant, as I would certainly find other things beautiful than she did. Then it became more specific: "No scratches, fully sprayed, no flow lines" and so on. Of course, this was also described accordingly in documents, there were samples (good and bad) and a catalog of defects. But first there was the summary of quality – has to be nice.

So does quality mean something different to everyone? Do we all have our own understanding and awareness of quality? Why don't you ask a statistically relevant number of people in your company and see what picture emerges? And preferably not just the people who deal with it on a daily basis anyway, but everyone in the company. One of the questions that will certainly come up is: What kind of quality? The quality of the products, the processes, the working environment, our communication, how we work together? Everyone always wants the highest quality and, if possible, consistent quality, but perhaps everyone has a different idea of what that actually means.



The Expert

Caterina Feld is a Senior Expert Business Development at Babtec. With more than 16 years of experience in quality management and her work as an auditor, she combines a wide range of perspectives on current issues in the world of quality. As Process Manager, she also works on the further development of Babtec's process landscape and deals with the fields of action described in the article.

Quality as a Holistic Corporate Principle

To not only view quality in the quality bubble, but to free it from this bubble and make it part of everyday life for everyone: What does this mean and how do I manage to create a uniform understanding of quality within the company? Doesn't it also make sense to actually think and describe quality as broadly and extensively as different people do in their answers? If I only think about product quality and work on improving it, I won't be successful in the long term if, for example, the quality of my processes is subject to fluctuations.

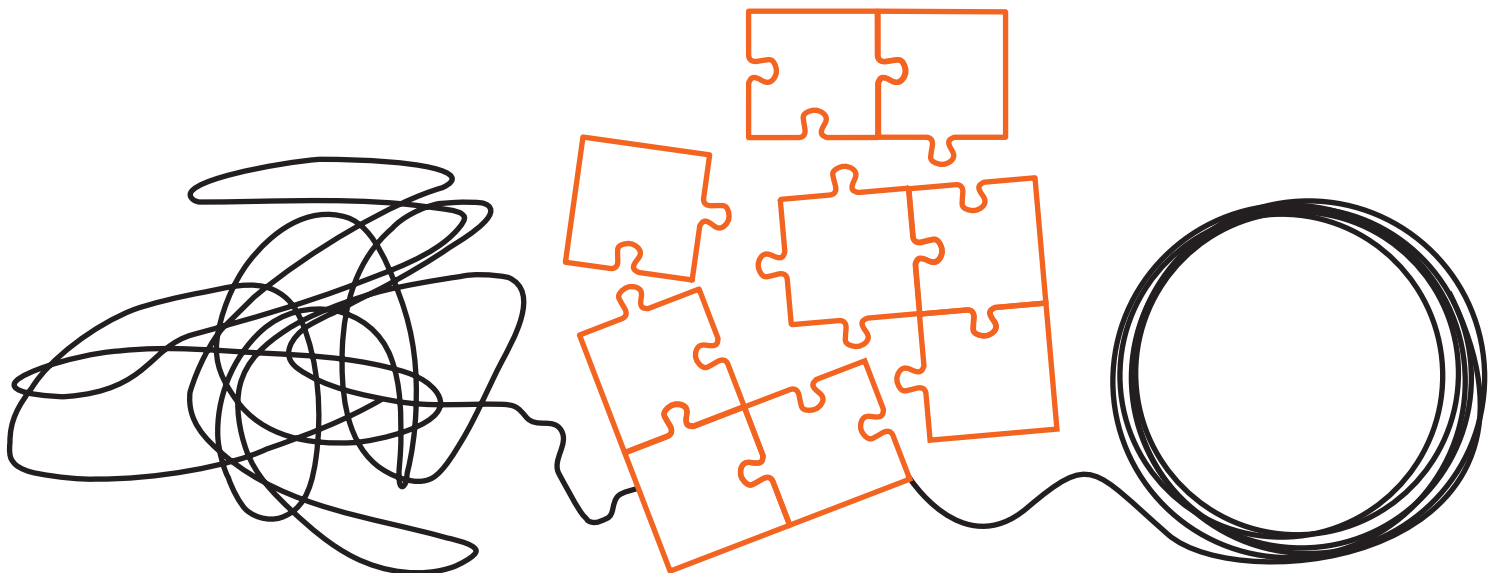
When I hear the question "Who is responsible for quality?", I always think of the entrance area of a company where a large mirror hung with exactly this question. Everyone had to walk past this mirror and saw themselves in it as the answer to this question. Very striking – but that's exactly how it is. Are we really all aware of this and do we know what quality means for us, our work and our contribution to the company? I hope so, but I think we still have a lot of potential here.

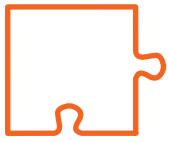
Involvement of All Employees

Over the years, quality management with strong quality assurance has developed many effective ideas, tools and strategies that can and should be considered not only in a classic quality context, but also beyond. But who in the company is familiar with this and applies the findings? Usually only the people who are already very, very deeply involved in quality management and quality issues. Mostly also those who already have quality in their department name or in their job description.

So how do I manage to get everyone on board? By starting to systematically set up my management system in the company in a way that is suitable for everyday use – with all the important topics that are included – and by designing it in such a way that everyone is really involved and knows and lives the processes.

There are various structural elements that form the basis of every company's management system – the nine fields of action, which are interrelated and can be viewed not only from a purely Q perspective, but also from an entrepreneurial perspective. After all, these are topics that are interesting and important for the entire company. Responsibility here extends from the management to the operational level. >

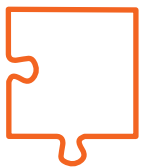




Requirements

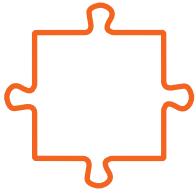
What's going on around me and what does my company have to consider to ensure that all the obligations and rules associated with the requirements can be safely met? These can be legal requirements (sometimes with liability issues), standards, industry guidelines, customer requirements – but also requirements from employees or society in general (good practice, sustainability, "How am I perceived as a company?").

The requirements are constantly increasing and need to be understood and evaluated. There are so many that the question arises – how can they be managed? And how do you keep an overview? The company must approach the correct handling of requirements systematically and try to integrate them into everyday life – into the processes.



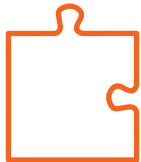
Specification Documents

They offer the answer to the requirements and provide a translation within the company for the employees. For example, they are linked to the processes and can be seen as tools (e.g. work instructions, training documents).



Tasks and Actions

What are we currently working on and what have we decided to do? Ideally, tasks and actions should be managed centrally in one place so that interrelationships can be identified and we can work together in the best possible way and rely on each other.



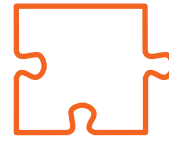
Risks and Opportunities

Always have them in mind at all levels and think about what they can mean and what I can do with them: this takes a company forward and offers enormous potential. The consideration of risks and (the often resulting) opportunities promotes a culture of continuous learning and improvement in which all employees recognize and value their contribution to quality.



Deviations

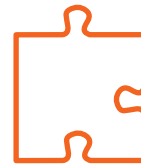
Mistakes happen, but what is the failure culture in the company? How do we deal with mistakes? This certainly doesn't just mean complaints (product errors), but all types of anomalies, deviations and incidents. We need to understand what happened and how we can deal with it in the future so that it doesn't happen again. This is also a development loop that can bring us a lot of positivity and drive if we just let it.



Processes

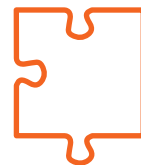
Put simply, processes describe how the company works. They provide orientation: this is a matter of course for most people and, of course, every company has problems – sometimes more, sometimes less well described and in many cases unfortunately not practiced by all employees. All of a company's processes, not just those specific to the management system, but globally and in all directions, are a central element and very important for every company.

Described processes must always reflect reality (practice) so that they are accepted and lived – no shadow worlds. The integration of all those involved in the process (from the modeler of the process to the person responsible to the user) is absolutely essential – processes cannot be prescribed. It is also important to consider what the process is for before actually working out and describing the process. What is the purpose of the process and how does it help my company (and the company's strategy)?



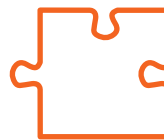
Qualifications

Qualifications are an important prerequisite for all employees to be able to fulfill the roles in their processes. Although they form the basis, they are not always self-evident. What do I need vs. what do I bring with me? And how do I fill the gap? Here, too, the value of the company increases when they are related to the entire organization.



Key Figures

Key figures are used for objective evaluation – to see: Where do we stand? Are we still on course? These metrics are essential in order to clearly and comprehensibly present the current status and progress of the company. They provide a solid basis for decisions and help to identify deviations at an early stage and initiate countermeasures.



Audit

For most people, "audit" is a bad word at first. However, if used and applied correctly, it also offers a huge opportunity. Do you use audits in a positive way – as a feedback opportunity? For knowledge dissemination, as internal coaching, idea generation, exchange across departmental and factory boundaries?

Integration of the Fields of Action

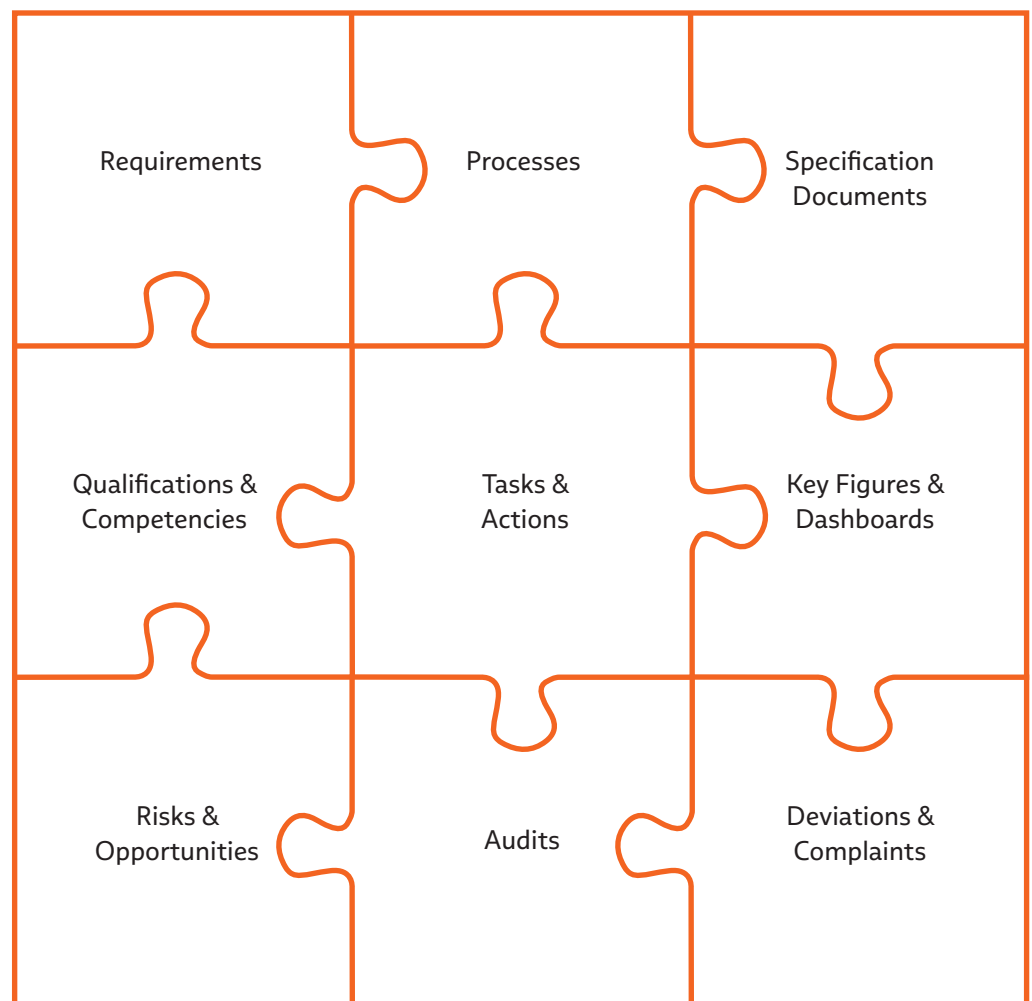
Now I would like to take another look at the nine fields of action as an overall system. How are they connected and how can they be linked? Why is integration so important here? Why can't I look at each field individually? In principle, this works – but integrating them offers many more advantages, because it meets the need for everything to be centrally located in one place. Links are established, connections quickly become clear and are taken into account. The fields of action must be viewed as interlinked and are directly connected in many places. If, for example, a requirement is viewed and analyzed for the company interpreted, then their Subsequent implementation in the correspond-

ing processes. To do this, I may have to train employees (qualification management), regularly check implementation (checklist or audit) and respond to any deviations. It is clear that this centralized approach has many advantages – first and foremost better transparency, less effort and greater efficiency. Conversely, this also means that the more individual systems and

»The fields of action are interlinked and are directly connected at many points.«

different software solutions you use in parallel, the more difficult it becomes to keep track of them all. This was the reason for us – as a software manufacturer of solutions for holistic quality – to consider these nine fields of action as an overall system and to support them with our software.

Viewing the fields
of action as an
overall system >



BloQ
Blog for Quality



www.babt.ec/24-19-en

From QA to IMS:
The concept of quality is changing.
Our blog article provides you with a clear
overview of all the relevant definitions.

Product Highlights:

3A3TEC 8

A New Generation



There is every reason to revel in 2024: not only are we celebrating our 30th anniversary, but we are also heralding the next generation of Babtec software with the release of Babtec 8. In addition to numerous product features such as the new module for risk management, the integration of 3D CAD models and many technical enhancements, the focus this year is once again on the effective support of your (integrated) management system. We are also creating the technical prerequisites for testing first applications of artificial intelligence in the Babtec software. Get ready for a software upgrade full of highlights!

— by Marc Osenberg

The Next Big Step

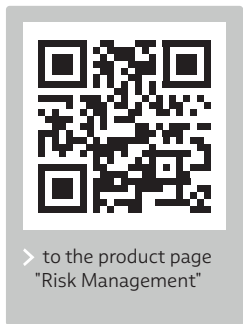
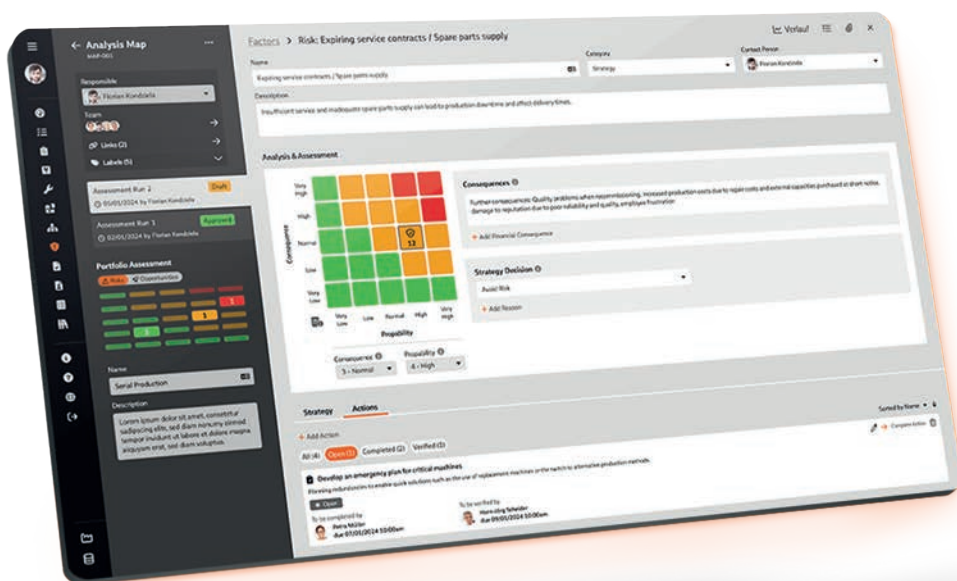
Software solutions for quality assurance continue to be a core competence for Babtec. Back in 1994, the year the company was founded, a product for visualized inspection data acquisition set new standards. Back then, the use of multimedia technology was an innovation that is now standard in CAQ solutions. But we have remained true to our mission over the years: We support companies in permanently strengthening their quality – whereby the understanding of quality has evolved over time.

The new modules that we have been developing for several years to support your Integrated Management System (IMS) are by no means intended to replace our solutions for quality assurance (QA) and quality management (QM). Rather, the expansion of our product portfolio to include IMS modules – for process management, document control or requirements management, among others – is the logical consequence of the further development of the understanding of quality. From QMS to IMS: Babtec is and remains your reliable partner for quality, no matter what requirements your company has to meet. This is exactly what we want to prove with the new Babtec 8 and the following product highlights.

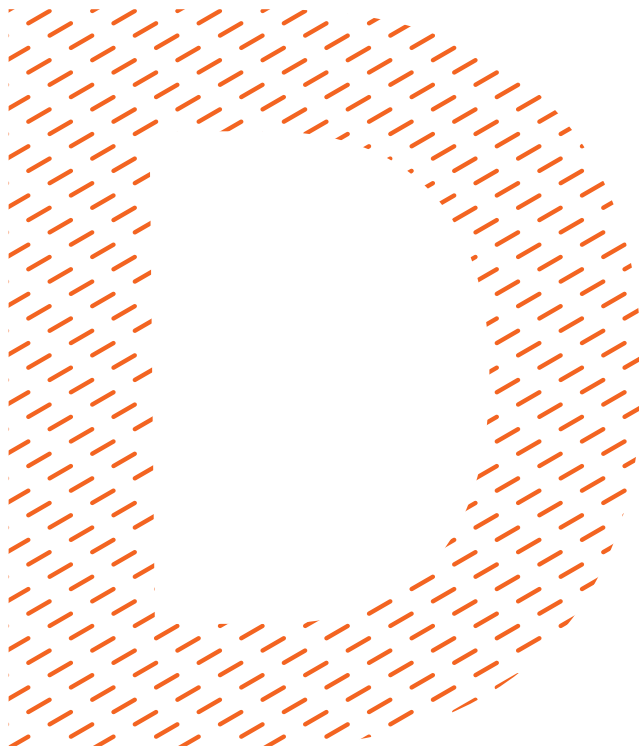
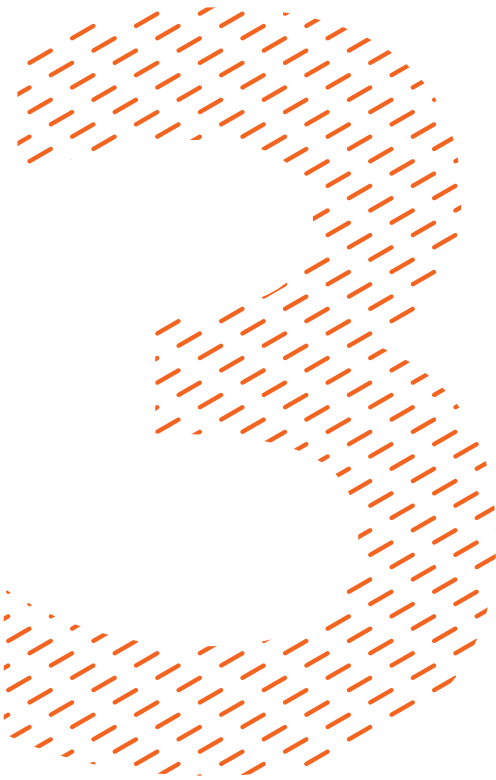
Holistic Risk Management

Recognizing risks at an early stage, but also being aware of opportunities and seizing them, is part of everyday business life today. Management system standards also require risk-based thinking and actions for dealing with risks and opportunities. The new module for risk management will enable you to take a comprehensive view of risks and opportunities in the context of your IMS. The software is based on the ISO 31000 risk management process and supports you in evaluating and dealing with risks, tracking the actions introduced and regularly reviewing and reassessing them.

Using the new module in Babtec 8 will help to make your management system even more effective. Having transparency about identified risks and/or possible opportunities and the resulting consequences is important for all upcoming decision-making processes in the company. Risks and opportunities in relation to your business processes can be considered in the same way as hazards in the context of occupational health and safety, for example. The assessment of an identified risk is based on the estimated probability of occurrence and severity of the expected impact. The use of a risk matrix with standardized evaluation criteria allows the risks to be classified and compared in the respective context – e.g. process, environment or workplace – helps to recognize whether the actions introduced reduce risks or increase opportunities.



< The new module for risk management enables a holistic view of risks and opportunities

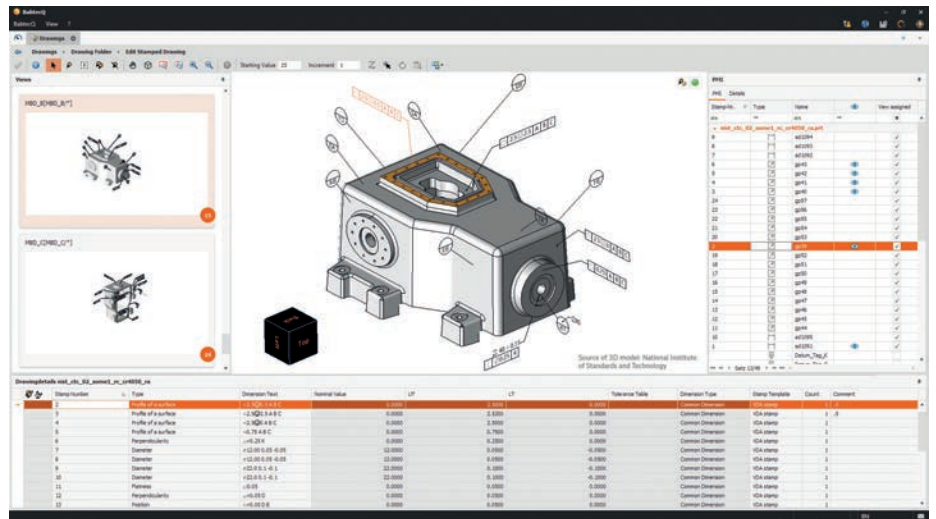


3D CAD models can be aligned on the screen as required, with product manufacturing information being processed in the background

Babtec Goes 3D!

Some of you have certainly been waiting for this innovation for some time: The next generation of Babtec software supports the processing of 3D CAD models. But no need to worry, the new functionality essentially comprises the same tried-and-tested work steps as for handling 2D drawings. A significant advantage of our improved CAD integration in Babtec 8: if the 3D file already contains Product Manufacturing Information (PMI), this is recognized and processed directly "behind the scenes". For you as a user, this in turn makes your work even easier. Of course, the drawing dimensions obtained can then be made available to other modules – e.g. for use as part of an FMEA or initial sampling.

Another advantage of 3D models is the visual feedback: a rotatable, plastic model is displayed directly in the software. This means that you can align the model as you wish. When selecting individual stamps, the software moves the drawing directly to the relevant point in the model. This ensures an optimum view of the dimensions at all times – something that is not possible in 2D drawings. Against this background, the extension allows you to use many additional file formats, including standard formats such as STEP or PDF, but also manufacturer-specific formats



such as those from Siemens, Dassault Systems and PTC. In addition it is now possible to manage 3D models and 2D drawings in parallel within one drawing folder, for example if a 3D model does not contain PMI. The ability to display and stamp 3D models represents the next stage in the evolution of our proprietary solution for full CAD integration – and this evolution is far from complete.

Into the Future with Innovative Technology

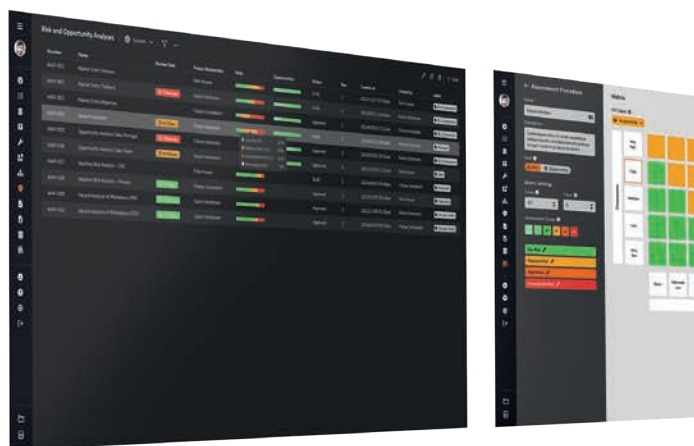
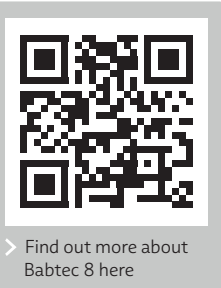
In the latest version of our software, however, you can expect much more in addition to these new product features – Babtec 8 is a comprehensive upgrade that will make your daily work noticeably more pleasant and efficient. We haven't just tweaked things, we've also developed the technology and infrastructure from the ground up. In this way, we want to offer you a future-oriented solution that will convince you in every respect in your daily work.

With Babtec 8, you can look forward to significantly improved performance. Whether you work at your company's headquarters, at one of the many locations worldwide or in your home office – we are improving the speed and responsiveness of our software. In addition, we are raising the security standard to a new level to protect your sensitive data and that of your business partners even better. The latest technologies and advanced encryption methods ensure that you can concentrate fully on your work without compromising on data security.

But that's not all: Babtec 8 is also a leader when it comes to innovation. Our continuous further developments guarantee that you not only remain at the cutting edge of technology, but are also optimally equipped for future challenges. Against this backdrop, your future-proofness and investment security have the highest priority: you can rest assured that with our solution you will not only master the requirements of today, but also those of tomorrow with ease.

With Babtec 8, we are also creating the technical prerequisites for future applications of artificial intelligence (AI) in quality management. We would like to test these in a beta phase with a group of selected customers and develop them further with the feedback of the participants. Specifically, this involves the use of a chat function that, among other things, supports software operation by integrating our tried-and-tested online help. Users can ask questions in the chat, which are then answered in a clearly structured and understandable way, with a link to the relevant pages of the online help. In the first version, it will also be possible to create a complaint from a continuous text that is inserted into the chat beforehand. The AI assistant can thus extract the data required to create a complaint in the Babtec software. This can then be checked and, if necessary, supplemented before the complaint is created in the system.

If you are interested in taking part in this beta phase and testing the first AI applications for the Babtec software together with us, you can find more information about the project and how to register on our website.



A Quality Partner in Every Respect



Ball Screw

Mainly used in machine tools such as lathes, on which workpiece or tool carriers are positioned.

As the company name suggests, REIFF Technische Produkte GmbH focuses on trading in technical products and their professional processing and finishing. The process behind this is characterized by close cooperation with manufacturing partners and is therefore associated with particularly high quality standards. These are two aspects that the Reutlingen-based company has been able to continuously develop over the past few years with the help of Babtec software.

— by Oliver Noffke



T

"Technical expertise is our DNA." With this guiding principle, the family-owned company REIFF presents itself as a reliable partner to industry when it comes to technical products and solutions. Among other things, hoses, articles from drive technology and plastics are in the technical distributor's

product range. The company also has its own production centers where, for example, hoses are assembled, timing belts are cut and plastics are further processed. For REIFF, it is therefore important to adopt both the customer and supplier perspectives and to offer suitable interfaces. It is hardly surprising that this is associated with some demands on the quality processes – and the company has also realized over time that a change was necessary.

A Question of Adaptation

In 2020, during a comprehensive reorganization of the company, it became clear that the previous processes, some of which had grown historically and some of which had been specifically developed, no longer met the increasing demands on quality. As a result, the QM department moved more into the foreground and was gradually expanded. Although REIFF continued to use SAP software to map complaints and other QM processes, there was still room for improvement in terms of efficiency. Specialized QM software with which the users could optimize and automate the processes became indispensable.

The requirements for this new solution included improved complaints processing, initial sampling, action tracking and the continuous evaluation, documentation and improvement of QM processes. >

In this context, it was also important to be able to use the software in its standard version. This ensured that the implementation was efficient and that the software could be implemented quickly. Experience from previous years has shown that adapting one's own processes to the software involves less effort and challenges than tailoring the solution to individual needs. BabtecQ already offers an all-round package as a standard software, which basically provides the best possible support for all required quality tasks. Accordingly, customizations were only made where they were absolutely necessary – such as in number generation and certain interface adaptations.

Overall, the software has led to faster, more effective and more transparent processing of complaints and initial samples. Although it was previously possible to process initial samples with great effort via Excel, this entire process is much faster and more efficient with the Babtec software

and the associated drawing module – in which drawing dimensions are automatically stamped and made available to the other modules. The dashboards have also made it much easier to monitor and prioritize tasks in this context, and data quality and credit note quotas have been significantly improved.

Initially, there were only technical challenges in connecting SAP to Babtec, but these were overcome efficiently thanks to the good cooperation with the Babtec team. In general, the software provider from Wuppertal was the top candidate for reliable connectivity to the company software compared to the competition. It therefore quickly became clear that REIFF would like to continue to expand its quality management in the coming years – with Babtec as a Q specialist at its side – and use the software even more intensively. In addition, more suppliers and customers are to be connected via the BabtecQube cloud platform in order to continuously improve communication and data exchange in the supply network



All Specialist Areas on Board

Today, Babtec's software is mainly used in the quality management and quality assurance departments. However, the browser-based BabtecQ Go user interface lays the foundation for making the relevant data available to all employees from the various departments. This makes it possible to include sales or logistics in the respective process from a central location – for example, to request an inventory letter or to control a returns booking.

The primary tool in BabtecQ Go for REIFF is the central task and action management. Whether purchasing, sales, logistics or production – targeted actions for stock checks, replacement deliveries, analyses or other topics can be created and assigned for all departments. In theory, this means that all employees can be involved in the quality processes. Here too, the dashboards are a great help in maintaining an overview at all times, even with a large number of tasks and actions.

Always Keeping an Eye on All Requirements

In line with the integration of different departments, a major current project is the commissioning of the "Requirements Management" and "Checklists" modules: The aim is to map a wide variety of requirements – which not only affect product and process quality – directly in the software, such as all relevant ISO standards and customer requirements, which are to be recorded centrally. Until now, standards management has been mapped using standard office solutions – now all data can be managed, evaluated, distributed to employees and monitored easily and centrally using the Babtec software. Against this backdrop, the new options also facilitate collaboration with renowned customers, as specific requirements can now be easily and clearly mapped and documented. This has significantly increased customer satisfaction and strengthened customer loyalty.

The digital checklists of the Babtec software are also gradually being integrated for various topics. Common use cases would be, for example, the internal audits, the further processing of complaints in production or simply the clearer documentation of the processes carried out. Depending on progress, the scope of the module should also be extended to other specialist areas so that all employees can use checklists for projects, inquiries or technical issues in order to ultimately track the process better. REIFF sees great potential here for areas outside of quality assurance and quality management to also benefit from the Babtec software in the future. With the Babtec learning platform provided, the course has already been set for smooth use of the solutions by all responsible employees.

Strong Backing from the Management

For REIFF, there is no question that quality is not just a matter for one specialist department. The team works closely with the management to make quality the responsibility of the entire company. This was demonstrated not least during the expansion of the QM department and the roll-out of the Babtec software – which received the full commitment of the top management. They are also responsible for setting the quality targets.

The introduction of the Babtec software was therefore an important milestone for REIFF. The plan is to gradually integrate further modules and further optimize the processes in order to always meet the highest quality standards. REIFF is also certain that the continuous further development of the software will bring great advantages in the future – for example with regard to collaboration with business partners via BabtecQube or the effective expansion of the management system. For example, it would be possible to introduce the "Document Control" and "Process Management" modules. At the latest then, synergies from the holistic view of several management system standards (e.g. for quality, environmental protection, occupational safety) – and thus through the implementation of an Integrated Management System – can be recognized and used.



The Author

Oliver Noffke is Head of Quality Management at REIFF Technische Produkte GmbH. With extensive experience in the implementation and optimization of quality processes, he has made a significant contribution to the digitalization of quality management at REIFF.

The Company

REIFF Technische Produkte GmbH is a leading provider of technical products and services based in Reutlingen, Germany. The company offers a wide range of products such as hoses, drive technology, seals and ball bearings, which are used in various industrial sectors. REIFF is characterized by its high innovative strength, quality and customer-oriented solutions.

www.reiff-tp.de

FROM ANALOG EFFORT TO DIGITAL EXCELLENCE

The future of quality is digital – this has been clear to Karcoma-Armaturen GmbH at least since the comprehensive introduction of a specialized software solution for quality management. The journey to digitalization and optimization of company processes has not only helped to meet strict industry standards, but has also significantly increased competitiveness. Find out how the Babtec software has revolutionized the company's QM processes and also effectively supports the Integrated Management System.

— by Dominique Dewitt

>
Decompression Valve
Ensures reliable and efficient compression
by reducing the compression pressure
in the cylinder.





Fuel Cock

Regulates the fuel flow, while the integrated filter cleans the fuel, thus enabling trouble-free operation and a longer service life for the systems.

Orifice

Orifices ensure precise control of the oil flow. A filter element ensures high system performance and a long service life.



F

For over a century, Karcoma has been manufacturing a wide range of precision parts and fittings for various industries. These include transmission parts and assemblies for electric drive trains in the automotive industry, decompression valves, including for chainsaws, as well as fuel taps for historic BMW motorcycles, passenger cars and the defense industry. The origins of the company lie in the production of the first drain cock – an innovative development that laid the foundation for numerous other inventions and continuous product improvements.

The functional assemblies are used in the automotive industry, utility equipment industry, construction equipment industry and many other areas.

The Path to Digital Quality Management

More than ten years ago, however, Karcoma was at a turning point: quality processes were still mainly managed using Excel spreadsheets, as was unfortunately common practice in many companies. However, this method was neither efficient nor audit-proof. As an automotive supplier, the company is obliged to comply with strict standards such as IATF 16949, which require, among other things, complete documentation and efficient processes. The realization that the previous way of working in quality management was far too complex and time-consuming led to the decision to introduce a specialized QM software – and the choice fell on the comprehensive BabtecQ solution. Three criteria were decisive in the selection of the quality partner at the time: seamless integration into the existing ERP system enables smooth data exchange, the ease of use of the software ensures a high

level of acceptance among employees and the positive feedback from existing Babtec customers also contributed significantly to the decision in advance.

The software was then implemented in several phases: First, the team (consisting of the responsible employees at Karcoma and the project managers from Babtec) concentrated on individual areas such as in-production inspection, incoming goods inspection and supplier assessment. These pilot phases made it possible to put the software through its paces and get to know its many advantages. Since 2018, the use of Babtec has been continuously expanded and almost all available modules have been integrated. Karcoma's high level of vertical integration – from mechanical processing to plastics production and assembly – benefits enormously from the comprehensive functionality of the Babtec software and the integration of the individual modules.





The Author

Dominique Dewitt has been Head of IT at Karcoma-Armaturen GmbH since 2018 and an authorized signatory since 2021. As the responsible driver of all digitalization initiatives, he has made a decisive contribution to the transformation and sustainable increase in efficiency of all company processes with his in-depth expertise in the implementation and optimization of IT systems.

The Company

Karcoma-Armaturen GmbH is a leading manufacturer of high-precision valves and innovative hybrid assemblies for the commercial vehicle and automotive industry. From its location in Sindelfingen, the company supplies world-renowned OEM customers with first-class products. Karcoma stands for the highest quality, pioneering innovations and absolute reliability. The broad portfolio includes not only classic fittings, but also customized solutions for modern drive systems and other demanding applications.

www.karcoma.com

Audit-Proof Thanks to Consistent Documentation

As mentioned, one of the biggest challenges in the automotive supply industry is compliance with strict quality standards – thanks to Babtec, this is no longer a problem. The software enables end-to-end documentation and traceability of all processes, which is of crucial importance during audits. Thanks to the digital recording and management of data, users can respond quickly and efficiently to audits and ensure that processes comply with requirements.

The use of Babtec software has therefore enabled Karcoma to automate and standardize the quality processes to such an extent that not only has efficiency been increased, but the accuracy of the data has also been improved. In addition, manual sources of failure were minimized and throughput times were significantly reduced. In short, the integration of the software into Karcoma's existing system landscape has meant that almost all production processes now run smoothly.

Support for Sustainability and Resource Conservation

"Quality-oriented thinking and action should be a matter of course for everyone. This also includes the conscious use of our environment's resources," Karcoma explicitly states in its quality policy. Against this backdrop, another important aspect is the support provided by Babtec with regard to the company's sustainability goals. BabtecQ helps to act with foresight and sustainability by enabling users to design all processes efficiently with the solutions. In-production inspection in particular plays a decisive role, as it enables rejects to be quickly identified and avoided in the long term.

The ability to monitor important key figures in real time is also a significant advantage in this context. The dashboard covers all facets of quality management, from incoming goods inspection to production monitoring and final inspection. The software provides detailed reports and analyses that help to identify weak points and implement improvement actions – all in the spirit of continuous improvement and a sustainable way of working. The following applies: quality concerns everyone and is not delegated to a few responsible persons in the company. All departments therefore have access to the dashboards at all times via prominently placed store floor boards, allowing them to maintain an overview.





Practiced Processes for an Effective Management System

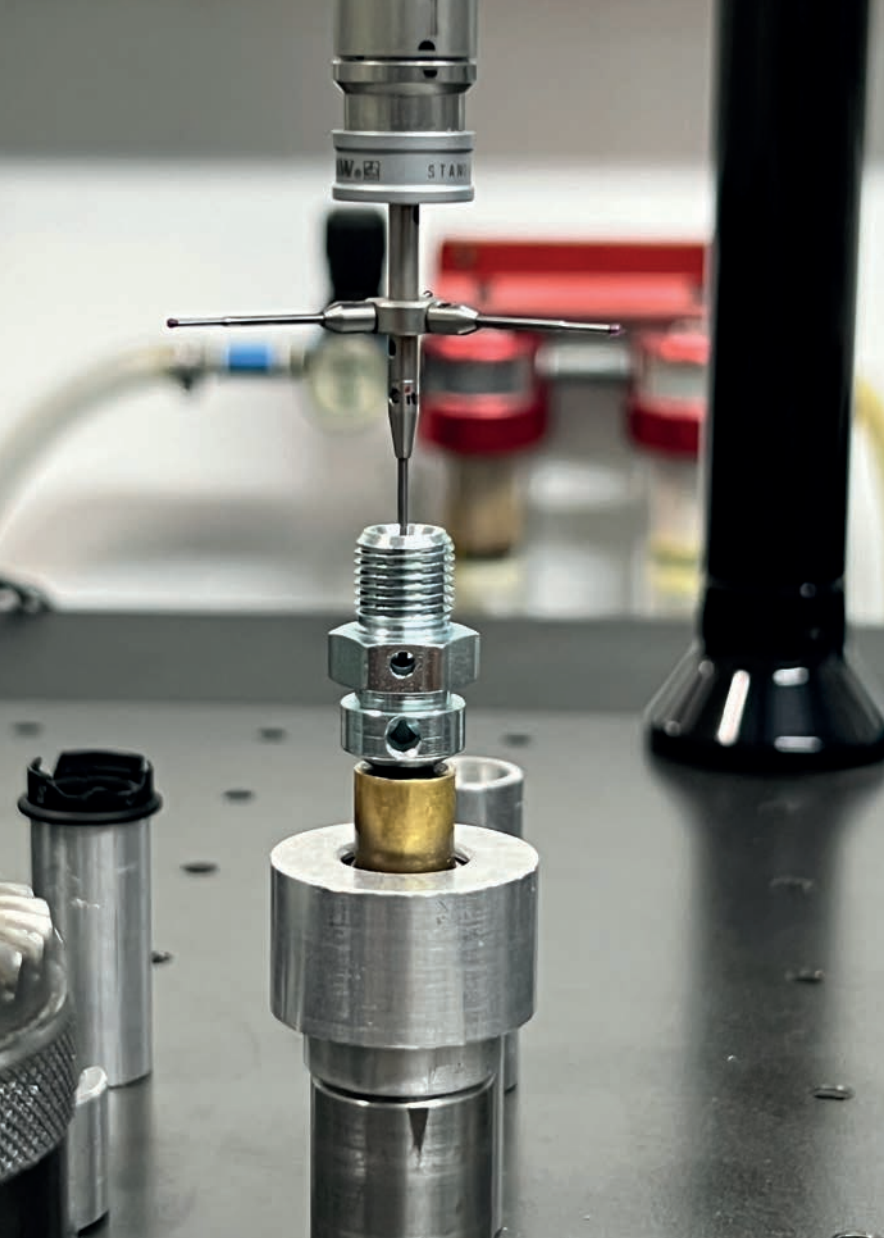
Karcoma attaches great importance to process organization, which encompasses all processes as well as their temporal-logical coupling. In all areas, the principle applies that processes can only be effective if they are actually lived. The fact that the Babtec software can also help here is the proverbial cherry on the cake. Previously, the company worked with a solution from another provider, but this is now gradually being replaced by Babtec's process management due to the large number of useful functions.

Process management provides comprehensive support for Karcoma's Quality Management System (QMS), as the process map describing the core, management and support processes is essential in this context. By considering all processes (and not just the quality processes), the software is also suitable for supporting other specialist areas and management systems in addition to the QMS. In practice, the new solution is therefore changing the way Karcoma designs and optimizes its processes. With its intuitive modeling function, the module enables a precise and transparent representation of processes and responsibilities. The central management and automatic versioning of process documents ensure compliance with standard requirements. In addition, the Babtec software facilitates the identification and analysis of optimization potential.

Thanks to clear visualization in the form of easy-to-read flowcharts and comprehensive documentation, process management creates a new level of transparency and efficiency that makes a decisive contribution to competitiveness. Incidentally, this consistent documentation of processes is particularly valuable when onboarding new colleagues, who can familiarize themselves with the work processes much more quickly. Which brings us to another factor that Karcoma considers to be a key component of a sustainably successful company, namely employee management.

The Focus Is on People

A company can only operate well if its most important resource is used effectively: people. The qualification matrix in the Babtec software ensures exactly that. It makes it possible to centrally record, manage and continuously update employee qualifications. This enables Karcoma to ensure that all employees always have the necessary qualifications and training to perform their tasks in accordance with the company's qualification requirements. This also makes a significant contribution to guaranteeing compliance with standards (such as ISO 9001 and IATF 16949) and increasing the efficiency of work processes. >



Before using the software, qualifications and training courses were laboriously managed using numerous Excel spreadsheets, which was understandably error-prone and not very intuitive. With Babtec, all relevant information is now easily accessible, which makes the planning and tracking of training courses much easier. Detailed qualification profiles, for example from job descriptions, are created in no time at all. Deviations from the target status are always recognizable at a glance, which enables targeted development and re-qualification. The development documentation ensures that all progress and changes are traceable. Last but not least, potential and training requirements are quickly identified and specifically addressed using the filter function.

More Than Just Product Quality

Reading these paragraphs, it becomes clear that for Karcoma, quality is more than "just" product quality. Requirements, sustainability, processes, employees, document control – all areas of the company reflect the company's high ambitions, not just to meet standards because customers demand it, but to create real added value. Audit compliance is still an absolute must, but the numerous advantages that result from using Babtec software ensure a better quality of work in every respect. Above all, the browser-based user interface BabtecQ Go makes it possible for all employees to participate in quality – for example, by sending relevant documents or actions to be taken directly to them.

The software, which was once introduced for the reliable, digital assurance of product quality, is now also setting the course for the effective expansion of an Integrated Management System. Central administration, automation and better integration of processes mean one thing above all: greater efficiency in everyday work. Continuous adaptations and expansion of the software also promise further improvements and even closer integration of the individual software modules. Karcoma is therefore convinced that it will be able to master future challenges with Babtec software and further consolidate its position as a leading manufacturer of high-quality fittings. And this includes challenges that not only affect product and process quality, but also the further development of the entire organization.



Shop floor boards give all employees access to the Babtec dashboards and relevant key figures at all times.

NEWS



Natural Products with a Seal of Quality

Dr. Theiss Naturwaren GmbH has stood for high-quality natural products since it was founded. From dietary supplements to medical products and pharmaceuticals to cosmetics: the entire product range is manufactured and distributed almost exclusively "Made in Germany" in Homburg, Saarland. Dr. Theiss decided to implement the Babtec software – much to our delight – so that the high demands on quality processes can be met even more efficiently in the future. Starting with document control and the forthcoming introduction of the "Complaint Management", the plan is to gradually roll out the software within the company. We are proud to be part of this transformation process and look forward to a successful collaboration.

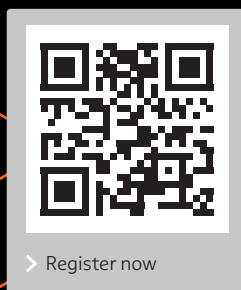
A New Year, a New Location!

Babtec's expansion entered the next phase in summer 2024: with a new location in Friedrichshafen, we are primarily strengthening our development department, but also keeping space available for direct exchange with local companies. Our new colleagues are primarily involved in the further development of software solutions that support companies in meeting the requirements of Integrated Management Systems and quality management. Friedrichshafen is already the sixth German Babtec location out of a total of nine offices in Europe. However, we are particularly pleased about the many new colleagues that we were able to welcome to Babtec this year as #partoftheteam!



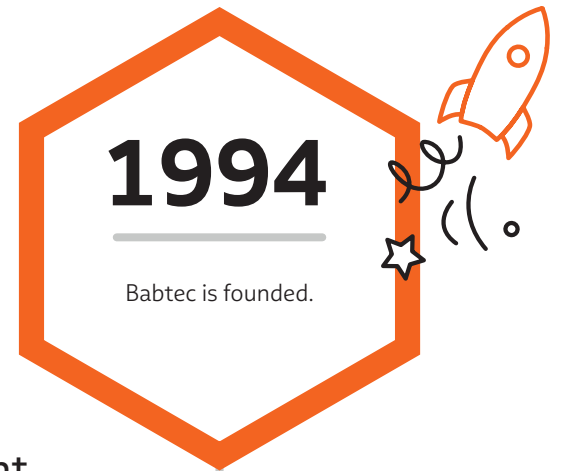
Q.Focus Special with All the Info on the New Babtec 8

With the new generation of Babtec software, you can expect a whole range of highlights. To give you an optimum overview of all the features and functions, we cordially invite you to take part in our exclusive Q.Focus Special. Our Babtec experts will go into detail about the new features and will then be available for questions and comments.



BABTEC 8

30 YEARS OF BABTEC



On the occasion of our 30th company anniversary, take a look back with us at the dynamic development of Babtec.

2000-2001



A Wilhelminian-style villa in Wuppertal becomes Babtec's headquarters until the company moves to a nearby, larger building in 2013 due to lack of space. Software development receives international reinforcement through a partner contract with BB Software Balear S.L. in Palma de Mallorca.



»Of course, a lot has changed for us in 30 years of company history. But one thing has remained constant over all this time: the tangible trust of our top management in the Babtec team.«



Raul Rodriguez
Head of Software Development, with Babtec since 1994

2011

Babtec opens its first international office in Wels (Austria). Release 6 brings a technological quantum leap that forms the basis for all subsequent developments.



With the cloud-based platform BabtecQube, Babtec provides a solution for collaboration in quality management across company boundaries.

2016

Our Vision: "Every Company Has a Quality Consciousness for the Benefit of People."

2021

The expansion of the management team anchors valuable skills in Babtec's top management. With the further developed mission statement, the management reinforces the company's purpose of creating quality awareness for the benefit of people.



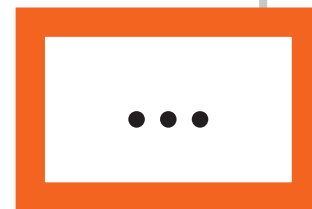
2024

Just in time for the company's 30th anniversary, Babtec 8 is a new generation of Babtec software, which, in addition to the new module for risk management and the ability to analyze 3D CAD models, also lays the technical foundation for the first features with AI support.



2019

Release 7 improves the usability of the Babtec software, for example with a redesigned dashboard. Document control is the first module to be exclusively published in the browser-based front end BabtecQ Go.



R7

