



**QUALITY & ENVIRONMENT**

**COMSOFT**

# THE MANAGEMENT SYSTEM

Today's world is characterized by a constantly increasing desire for more mobility, flexibility and safety, whereas the environment suffers from the consequences.

As a supplier for high-tech IT solutions, primarily active in the ATM market, we are fully aware of today's intensified liability to our environment. However, we do not only notice – we act!

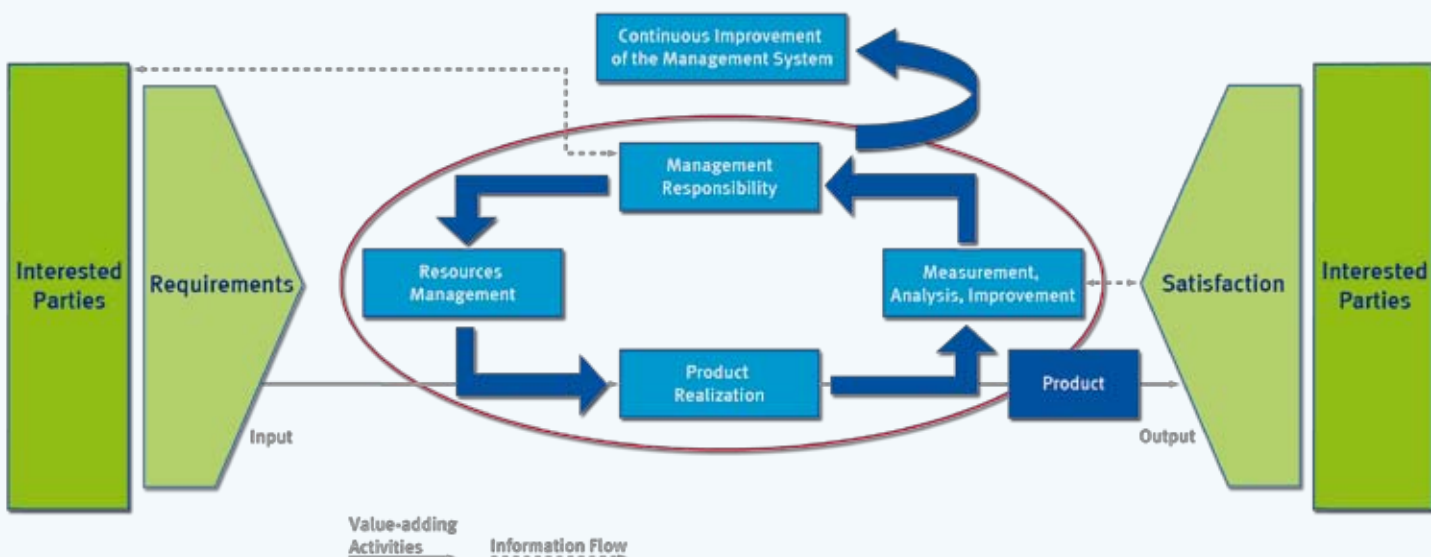
COMSOFT's mission to take higher responsibility for the environment and to enhance the quality and safety standards, prompted us to adopt an integrated management system which respects both quality and environmental aspects. Taking into account the requirements originating from the standards DIN EN ISO 9001:2008 and EN ISO 14001:2004, the system defines exactly which organizational and technical measures are necessary to meet the corresponding demands.

Since 1993 COMSOFT has had an unbroken track record of certification according to the full scope of DIN EN ISO 9001. During this period a successful re-certification took place once every three years. In addition, over the past few years, the company was gradually complementing its existing quality management system by the specifications of an environmental management system according to EN ISO 14001. Consequently, COMSOFT was certified in spring 2009 – now following both norms.

Imposed by varying market demands, resulting product innovations and evolving customer wishes on top of our pursuit of continual improvement, the management system is being permanently checked and enhanced. As an important entity of our organization, our department for quality assurance and environmental matters is in charge of the ongoing development of the integrated management system. The following figure shows the process model which reflects the fundamental procedures within the continuous improvement process. Additionally it shows their dependence on each other within the management system.

## Our history of ISO certifications in a nutshell:

- 1993 – DIN EN ISO 9001:1987
- 1996 – DIN EN ISO 9001:1994
- 2000 – DIN EN ISO 9001:1994
- 2003 – DIN EN ISO 9001:2000
- 2006 – DIN EN ISO 9001:2000
- 2009 – DIN EN ISO 9001:2008, EN ISO 14001:2004



## CORPORATE OBJECTIVES

Our management system is based on five central corporate objectives, which represent an essential part of our mission. All our measures and managerial decisions are directed to fulfil these targets on a long-term basis.

Those objectives are:

- **Customer satisfaction**  
Our clients are of utmost importance to us – their satisfaction is the mirror of our success.
- **Product and service quality**  
Our products are reliable and durable thanks to our stringent standards regarding quality, safety, the environment and accompanying services.

- **Employees**  
Our employees are our most important asset. Their motivation, ideas and efforts boost the development of outstanding techniques and solutions – Great importance is being attached to their regular training and fulfilment of their desires and needs at work.
- **Economical aspects**  
The only way for enduring success is to operate economically – that's what we practice at all times.
- **Environmental protection**  
We strive to reduce our impact on the environment. We constantly examine and, if necessary, optimize our measures regarding environmental sustainability.

## OUR MEASURES

Since the implementation of our management system, we are committed to pursue the following objectives:

- Cost saving
- Optimization of workflows
- Optimization of error avoidance
- Company-wide consistent realization of operation methods
- Continuous improvement of all existing processes

While the sustainment and advancement of our quality and safety standards are of ultimate importance to us, we also strive for the most environmentally friendly operations possible. Therefore emphasis is especially laid on the following measures:

- Continuous minimization of energy consumption and consumption of resources (gas, water etc.)
- Substitution of hazardous materials
- Responsible waste handling and minimization of waste, e. g. packaging materials
- Reduction of emissions and pollution

These goals are being realized via bundles of individual actions, which are constantly extended and regularly audited.

Besides our direct influence on the environment, we are just as much aware of our chance to decrease environmental pollution indirectly. The environmental impact through air traffic in terms of air pollution, noise and consumption of resources is considered a huge one. However, nowadays we can hardly imagine life without aircraft, as air traffic plays a decisive role in convenient and secure passenger and fast freight transportation.

As a long-term manufacturer of software and hardware solutions for air traffic management we constantly improve and enhance our techniques so as to preserve the environment indirectly. Through our innovative solutions air navigation service providers and airlines are able to work under optimized conditions to improve flow management, reduce costly delays, reduce the consumption of natural resources, and increase efficiency without compromising safety. So together with our partners and customers we want to take action and assume responsibility for the environment.

For COMSOFT it is a constant challenge to not only fulfil imposed requirements, but to exceed expectations. We will stay focused on high quality and safety, environmental protection and dedicated employees – for us and you, our customer!





Your Contact:

Manfred Schmid  
Wachhausstr. 5a  
76227 Karlsruhe  
Germany

Tel.: +49-721-9497-0

Fax: +49-721-9497-119

E-Mail: [info@comsoft.aero](mailto:info@comsoft.aero)

Internet: [www.comsoft.aero](http://www.comsoft.aero)

**COMSOFT**