
Declaration of the Executive Board

Premium provider with top quality

Customer and partner satisfaction is LKW WALTER's top priority. Because only outstanding quality ensures our sustainable employment and growth. With this in mind, we have defined a central quality policy:

“WE UNDERSTAND QUALITY TO MEAN
PERFORMING ALL SERVICES IN SUCH A WAY
THAT THEY MEET OR EXCEED
OUR CUSTOMERS' EXPECTATIONS.”

Above all, this includes the competent behaviour of our employees and proactive communication with our business partners, as well as flexibility, reliability and punctuality in transport planning. In addition, it involves continuous transport and service monitoring, compliance with the service level agreements concluded with our customers, prompt complaint processing in the event of damage or loss and preventative measures to avoid errors.

The integration of our suppliers, transport managers and their drivers into our management systems and long-term, close relationships are another important cornerstone in the achievement of our quality goals.

LKW WALTER's processes are documented and part of our certified quality management system according to ISO 9001 (auditing company: LRQA) and form the basis for the continuous improvement process.

LKW WALTER agrees measurable quality goals with all organisational units and evaluates the degree of their fulfilment using the latest IT systems. The results are analysed at all management levels and form the basis for future management decisions.



Alois Höfler



Michael Krainthaler



Christoph Pernsteiner



Herbert Traxler

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