

QUALITY MANAGEMENT

Shaping our world



Quality is Our Mission

Quality has always been one of our top priorities. As one of the world's leading engineering companies, we offer a wide range of planning and consultancy services. The company's main focus is on complex infrastructure projects in the fields of energy, hydropower & water resources and building & transportation.

Your Reliable Partner

We stand for competence, quality and international expertise which we demonstrate in both the developing and emerging nations of Africa, Asia and South America as well as in Germany and Europe. To date we have been able to implement our project ideas in no less than 165 different countries around the world. In this undertaking we are always guided by German and international quality standards.

Governments, public authorities, energy suppliers, industrial corporations, investors and international financing institutions all value us as a reliable partner.

Our Responsibility

Successful solutions for multi-faceted tasks on complex infrastructure projects demand holistic thinking, an integrated approach and optimised processes.

Our staff and management executives enjoy an outstanding reputation throughout the world as consultants and specialists with exceptional professional expertise. This image provides us with both the obligation and motivation to continually improve even further.

The extensive experience of our staff translates into enhanced planning certainty and cost-effectiveness for our clients.

Quality is Part of Our Vision

Our vision provides the basis for our actions and the key to our success.

"Our vision as a leading engineering consultancy is to gain and maintain the trust of our clients worldwide on a sustainable basis through the outstanding quality of our work and services in the fields of conventional and renewable energy, hydropower and water resources, as well as building and transportation."

We aim to continually improve our work and services which are based on the highest technical, ethical and sustainable ecological standards."



Dr. Thomas Brandstätter
President & CEO
Tractebel Engineering GmbH



Michael Stephan
Director & CFO
Tractebel Engineering GmbH



Volker Rühl
Quality Manager of Company
Tractebel Engineering GmbH

Organisation of the Quality Management

In Charge of Quality Management
Managing Director

Quality Manager of Company

Quality Manager
Tractebel Engineering GmbH
Hydropower & Water Resources Div.

Quality Manager
Tractebel Engineering GmbH
Energy Division

Quality Manager
Tractebel Engineering GmbH
Central Services

Quality Manager
Lahmeyer München

Quality Manager
Lahmeyer Deutschland

Quality Manager
Tractebel GKW

Systematic Quality Management

Quality Management by Tradition

Tractebel Engineering GmbH (former Lahmeyer International) introduced a Quality Management System (QMS) for the energy, hydropower & water resources and building & transportation divisions in 1994.

In 2002 this system was transformed into a process-oriented QMS and in November 2017 it was re-certified yet again in accordance with the currently valid DIN EN ISO 9001:2015.

The matrix certification covered the group companies of Tractebel Engineering GmbH, Lahmeyer Deutschland, Lahmeyer München and Tractebel GWK.

Binding Principles

The quality principles set out in the quality handbook are binding for the entire company.

Tractebel highly values client satisfaction. To achieve this, all process workflows defined in the QMS are subject to a continuous improvement process.

In combination with the quality principles, they provide the basis for dealing with the tasks involved in carrying out international projects, tasks which are often highly complex.

Consistent Optimisation

In practice this means that Tractebel takes on the services agreed with the client and fulfils them professionally and on schedule.

Based on many years of experience and the consistent application of the process workflows specified in the QMS, Tractebel optimises time requirements and project budgets.

The management proactively fosters all possibilities for maintaining and continuously improving quality.

They support all staff in their obligation to eliminate obstacles which pose a risk for attaining the defined quality standards.

Information and training are used to raise awareness of the QMS and constantly foster the quality consciousness of all staff and managers.

The management provides the requisite resources and IT facilities. An internal working group ensures that the QMS processes align with the actual workflows in practice and organises continuous adjustments.

Our Quality Objectives at a Glance

- Professional consulting for our clients for successful projects
- Working relationships with our business partners based on trust
- Improvement of our competitiveness through the optimisation of our workflow and structures
- To continue to be an attractive employer



In Day-to-Day Practice

High Client Satisfaction

A thorough analysis of clients' wishes ensures that our work and services meet the requirements of each client.

While projects are being carried out and after their completion, client satisfaction is determined in accordance with the QMS guidelines. Client satisfaction is a key performance indicator at the company and is used for assessing the QMS along with other defined quality performance indicators.

Risk-Based Thinking

Opportunities and risks are systematically identified, assessed and communicated, and are allocated with measures for overcoming the risks and making the most of opportunities. In particular this concerns processes which have a significant influence on the quality of the services for our clients.

Skills and Further Training

Systematic introduction to the internal workflows at Tractebel ensures that new staff grow into their new work quickly and efficiently.

Staff are regularly provided with training on the structure and consolidation of the quality standards achieved.

Project managers and the members of the project teams are briefed about project execution in internal training courses.

Special training requirements are ascertained within the framework of staff appraisal interviews.

Understanding Stakeholders

We determine and assess the requirements of our stakeholders. These include our parent company Tractebel Engineering S.A. and our

staff, as well as our clients and suppliers – all those who make demands on the quality of our work and are affected by them.

Analyses and assessments of the internal and external parties and their specific interests are carried out in detail within the framework of projects and the annual management review.

Quality Audits for Control

Annual internal and external quality audits of all the organisational units provide the means of evaluating whether staff comply with the defined quality rules.

Where any deviations from the desired conditions are identified, corrective measures are agreed with the involved staff, the effectiveness of which is checked after implementation.

Our Actions are Governed by the Following Quality Principles:

- Continual further development of the integrated management system (IMS)
- Compliance with DIN EN ISO/IEC 17025 in accordance with the approved range of testing and calibration services, including quality assurance for wind appraisals through participation in suitability tests
- Compliance with the requirements relating to flexible accreditation according to Category III with the use of standardised or equivalent testing procedures and calibration

- guidelines with a wide range of different versions
- Application of the latest relevant DIN standards and guidelines
- Integration of all senior staff and employees in a continual improvement process
- Compliance with the compliance management system
- Support of our business processes through up-to-date equipment
- Selection of competent employees and qualifying them with regular training and further education
- Constant adaptation to technological

- developments in our fields of work
- Selection of freelance staff and subcontractors accounting for the quality objectives and previous monitoring and appraisals

The approach taken by the management, senior staff and all other employees exemplifies the quality orientation of the company.

They have taken on a firm commitment to align all their actions with the documented quality policy and practices.

Care Provides Safety

Management of Tasks and Processes

The work and services to be provided by Tractebel are described in detail in both the quotation for services and in the service contract.

Quotations and contracts are carefully checked and reviewed to ensure that the conditions for the obligations to our clients which come with the submission of the quotation and signing of the contract are specified.

Organisation and Responsibility for Project Success

A technical project manager and commercial project manager are designated for each and every single project, and they are responsible for ensuring that the projects are executed in conformity with the contract and for the provision of the services by Tractebel.

The details of the organisation and execution of the project are set out in the project handbook.

Continuous Improvement

If errors or under-performance are identified in the course of the scheduled professional evaluations of work results, these are rectified, their causes analysed and effective preventive measures initiated.

The purpose of all quality management measures is to ensure that the project goals are achieved. By continually improving the processes, we optimise the results for the highest level of client satisfaction.

High Quality is what Defines Our Company

Other Certified Group Companies

In the form of matrix certification, along with Tractebel, the Lahmeyer Deutschland, Lahmeyer München and Tractebel GWK

companies are also integrated in the quality management system and therefore work on the basis of the same quality specifications.

The subsidiaries Tractebel Hydroprojekt and Hidro Dizayn have their own certification in accordance with DIN EN ISO 9001:2015.





Certified Companies

Companies within the Matrix Certification

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We are Tractebel

Tractebel provides a full range of engineering and advisory services throughout the life cycle of its clients' projects, including design and project management. As one of the world's leading engineering and advisory companies and with more than 150 years of experience, it's our mission to actively shape the world of tomorrow.

With about 5,000 experts and presence in more than 70 countries,

we are able to offer our customers multidisciplinary solutions in energy, water and urban.

Since December 2014, Tractebel Engineering GmbH (former Lahmeyer International) belongs to Tractebel, and thus is part of the ENGIE Group (Paris, France). Tractebel (Brussels, Belgium) and Tractebel Engineering GmbH (Bad Vilbel near Frankfurt, Germany) cooperate on numerous international projects as one company.



5,000
employees

150
years of
experience