Our focus is on the satisfaction and success of our customers, research partners and employees!

We maintain a process-oriented quality management system that meets the requirements of the ISO 9001 and ISO/IEC 17025 standards in their current version. Our aim is to continuously improve the quality of our services and research activities. To achieve this, we are committed to continuously improving our processes and adapting them to the needs of service and research. We achieve process-oriented and workable processes by actively involving our employees in process design and improvement.
Our accredited laboratory is committed to providing high quality test and analysis results in accordance with the requirements of internationally recognised standards and in compliance with all relevant legal and regulatory requirements. We are committed to meeting our customers' high expectations and earning their trust by the following measures:

Expertise and competence - Our employees are the drivers of RMS.

A high level of expertise, continuous training and motivation are the basis for high-quality service and research. Our staff have the necessary expertise and experience to carry out complex analyses and provide our clients with expert advice and support. We foster a collegial atmosphere that promotes both the professional and personal development of our staff, thereby creating a high awareness of quality.

Impartiality and integrity

We always act in an unbiased, fair and transparent manner to ensure that our investigations and analyses are free from any influence. Our staff carry out their work free from conflicts of interest. They have the necessary skills and resources to carry out their duties impartially.

Continuous improvement - mistakes are opportunities

We are committed to continuous improvement by regularly reviewing our processes, obtaining feedback from our customers, and implementing measures to optimise our performance. Regular training, workshops using lean management methods and the active involvement of our customers and employees place the emphasis on proactive action and error prevention. We see identified errors as opportunities for improvement. All customers and employees have the right to report errors. Every employee is encouraged to identify errors, to contribute to their elimination and thus to achieve faultless quality.

Precision and accuracy

We use modern methods and technologies to deliver consistent and reliable results that meet the highest quality standards.

Partnership

We listen to our customers and are a reliable partner in finding solutions to current and future challenges. Through our qualified employees, high flexibility, efficiency and clear communication, we want to give our customers a competitive edge. Transparency is part of our philosophy. On request, our customers can follow the studies they have commissioned and receive access to all relevant documents within one working day.

Research and technology transfer

With our research, we are committed to making an important contribution to the further development of medical products, processing methods and analytical technologies. Our worldwide network of contacts enables us to carry out research projects not only independently, but also in cooperation with leading partner institutes. We regularly demonstrate the relevance and quality of our research through publications and presentations at international conferences. Our researchers share their knowledge and experience with the next generation by teaching at universities and technical university / university of applied science.

By consistently implementing these principles, which are driven by foresight, appreciation and passion, we strive to offer our customers added value and to strengthen their trust in our capabilities as a reliable partner for precise and accredited testing and analysis services.