



Customer benefits

- Testing accredited in accordance with international standards
- Extensive consultancy, advice and guidance provided in conjunction with execution of customer orders
- Customer-friendly complaints management, fewer claims

DIK – you can rely on us

At DIK your orders are carried out by highly qualified staff with years of experience. A modern project and quality management system ensures that the work is smoothly executed in optimum fashion so that you, as customer, quickly and reliably achieve your objectives.

Proven quality: By power of the accreditation, DIK test reports bespeak competence, confidentiality and impartiality.

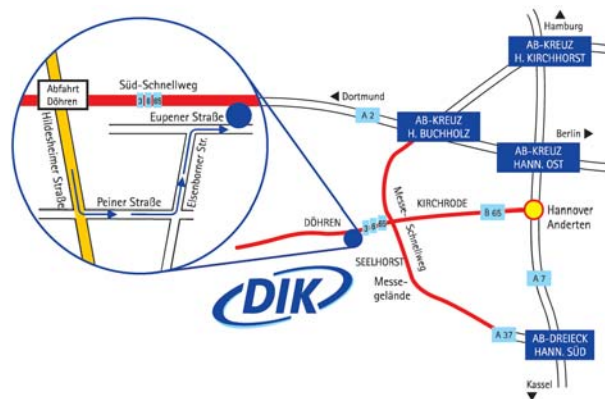


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Testing – analysis– competence

Quality management at DIK





Preamble

As an accredited test laboratory in compliance with DIN EN ISO/IEC 17025, the Deutsches Institut für Kautschuktechnologie e. V. is qualified to conduct chemical as well as application and materials technology testing, under recourse to a wide range of testing procedures and monitored by a state-of-the-art quality management system.

General Information

Alongside intensive research operations, DIK, in its role as independent and impartial test facility, also pursues a continuous improvement program to ensure the consistently high quality of the services it provides. The institute's dedicated quality management system supports and ensures DIK's quality policies and quality goals by means of defined procedural sequences and technical processes within and between the individual departments.

Quality control

The binding nature of the procedural requirements and work instructions is documented and verified by means of ongoing quality records. Reliability, environmental compatibility and transparency are the hallmarks of the test processes applied, as are cost-efficiency and the protection of confidential information. At DIK, the provision of quality-relevant services is entrusted solely to highly discerning and quality-conscious specialists with the appropriate academic background and advanced training. Detailed checklists and follow-up controls are in place to ensure that those executing a given order as well as those overseeing it proceed with the greatest degree of care and attention and a high sense of personal responsibility at every stage of performance. This encompasses, as well, recognition of likely errors beforehand as a useful instrument in achieving the greater cost-efficiency that comes with avoiding such foreseeable errors. Systematic quality requirements and acceptance criteria for products and suppliers govern DIK's own procurement of equipment and services.

- preparation of samples and reports on results
- chemical trace analysis (e.g. migratable substances, nitrosamines etc.)
- storage and transport of samples
- acquisition, customer care, contract review and accounting
- test specifications
- measuring/testing methods and equipment, data processing
- auditing and evaluation of quality management systems.

Scope of application

DIK's quality management system controls and screens all quality-relevant activities in the following areas:

- chemical and physical testing of elastomers

