

What drives us?

Metras is a consulting and coaching company for conformity assessment bodies (KBS). We are specialized in quality management systems of the 17000 series of standards.

Our contact persons for the target group are the people in the companies. We want to understand the needs of our customer employees. The employees perform functions in the company such as quality management officer, laboratory manager, managing director, owner and process manager.

The sector of conformity assessment bodies includes testing bodies (laboratories, testing institutes, technical offices, etc.), inspection bodies (civil engineers, technical offices, experts, etc.), certification bodies (building products, persons, certifications, etc.) and calibration bodies.

The areas in which our target group is active are the environment, food, pharmaceuticals, construction, medicine, consumer goods and technology.

We solve the problems of our customers in a simple and fast way. Our customers' problems are bottlenecks that cannot be solved by our customers alone. Management methods, such as quality management, support companies on their way to optimizing their respective offerings. Through the optimal support of Metras, our customers achieve a better result of their productivity.

The need gap is the lack of knowledge in the implementation of the methods, caused by extensive legal and normative requirements in the field of conformity assessment.

The benefit for our customers

comes from the transfer of know-how through management methods such as quality management. We convey the know-how in the following ways:

- Transfer through our blog
- Books
- E-learning Tools
- In-house training
- Training of employees at the Metras Academy
- Support during the introduction of a management system,
- Regular supervision of the management system
- Personal Coaching
- Auditing of the managementsystem and the procedures
- Accompaniment in the accreditation procedure

The Metras Academy serves as a dialogue tool between us and our target group or the employees of the target group. The seminar offer is also defined by the biggest problems or the biggest bottleneck of the target group. By solving the biggest bottleneck, we offer the greatest benefit to the target group. We look at the problem from the point of view of the target group.

The different tools in marketing, such as the newsletter or the blog, frame the problem solution. After solving this bottleneck, we consistently develop the solution for the next larger problem.

We constantly think innovatively, because innovation means permanent performance improvement. Only through the permanent improvement of our performance can the problem solution for our customers be improved - standstill means regression. The innovations are always aimed at the greatest bottleneck of our target group. We involve our customers' employees in the definition of innovation. All innovation ideas are collected and systematically analysed. We regularly evaluate the media (newsletters, forums, blogs, magazines, etc.) of our target group and inform our customers in the Metras Newsletter. Our innovations are not constantly carried out by ourselves, we also adopt great ideas from other experts and develop them further.

The requirements of the target group

are very high and widely spread. Metras pursues a cooperation strategy with experts in the sectors and areas of our target group. Cooperation is more successful than competition. By bundling the great forces in our network, we overcome our own limits. Our cooperations are always oriented towards the problems and bottlenecks of our target groups. The experts are selected on the basis of their competence and possibilities to extend our offer. Together with the experts, we want to achieve a convincing benefit for our target group. The cooperations will only be entered into if we can ensure hundred percent agreement of the cooperation goals with the partners.

The constant basic need of our target group is information, knowledge and know-how in the area of requirements standards (17000 series) and the associated laws and guidelines. The driver for this basic need are the accreditation requirements, the respective standard requirements, the legal requirements and the requirements of the auditors. This constant basic need is also integrated in the Metras vision and is reflected in the respective corporate goals.

Metras does not focus on products, but on the needs of conformity assessment bodies. First and foremost, we want to solve the problems of our target group, which automatically leads to monetary success.

The ultimate goal is to be the best problem solver and innovator for conformity assessment bodies in the long run. Metras is to develop into the think tank in the field of conformity assessment.

What is our mission statement based on?

Client Relationship

The success of METRAS is the success of our customer. We want to understand present and future needs, meet those needs and strive to exceed expectations.

Leadership

Managers define the purpose and orientation of the company. They create and maintain the internal environment in which people can fully commit themselves to achieving the objectives of METRAS.

Teamwork

At all levels, people make up the essence and performance of METRAS. Their full integration makes it possible to use their capabilities to the benefit of METRAS.

Process Orientation

Goals and results can be achieved more easily if all activities and resources are managed as a process.

Management

Recognizing, understanding, managing and directing interacting processes means efficiency in achieving goals.

Innovation is standard

As an expert and consultant, it is our duty not only to keep abreast of current developments, but also to constantly improve our knowledge and commitment.

Objectivity

Effective decisions are based on the analysis of data and information

Partnership

METRAS and its suppliers are interdependent and complementary. Relationships of mutual benefit increase the added value of all parties involved.