

Article | Quality management in Mobile Hydraulics

Delivering quality excellence with openness and pragmatic solutions

In an area defined by rules, regulations, and requirements, Danfoss Sensing Solutions insists on an open mindset and a pragmatic approach to quality management. Because complying with industry standards is one thing. But finding solutions to customer-specific needs that deviate from those standards is just as important. Not least with sensors for mobile hydraulic applications where reliability is non-negotiable, documentation is crucial, and time is of the essence.



A man with grey hair and a beard, wearing safety glasses and a bright yellow high-visibility vest over a dark blue shirt, stands in the foreground. In the background, there are large pieces of construction machinery, including a wheel loader and a smaller vehicle, under a clear blue sky with some clouds.

A unique perspective on quality



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Dieter Poeppel,
Director of Global Quality
at Danfoss Sensing Solutions

Within mobile hydraulic applications, intelligent and data-driven solutions are key to transforming industries like agriculture and construction which are facing demands for more control and increased efficiency. Heavy-duty vehicles such as cranes, excavators, and wheel loaders often have 10 or 20 sensors today as opposed to maybe two sensors 10 years ago.

But most mobile hydraulics customers also have very strict demands for documentation and certification – meaning that every change or new product requires comprehensive qualification and testing. Not only is this time consuming and resource intensive. It also requires 100% transparent communication with customers. And that is the very foundation for Danfoss Sensing Solutions’ unique approach to quality management.

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He explains that quality management here is about supporting improvement of products, systems, processes, and production in a way that ensures not just compliance and effectiveness but also efficiency. But different customers have different needs, so instead of being restricted by rigid standards, Danfoss Sensing Solutions operates within a compliance-based framework providing the flexibility to serve its customers based on their actual needs.

Drawing on capabilities across the organization

In Danfoss Sensing Solutions, quality is not a separate department. It's a value-adding function. This distinction is key to its unique cross-segment quality management. Different people from different functions across Danfoss participate in quality processes, ensuring expert knowledge and the best possible support and cooperation.

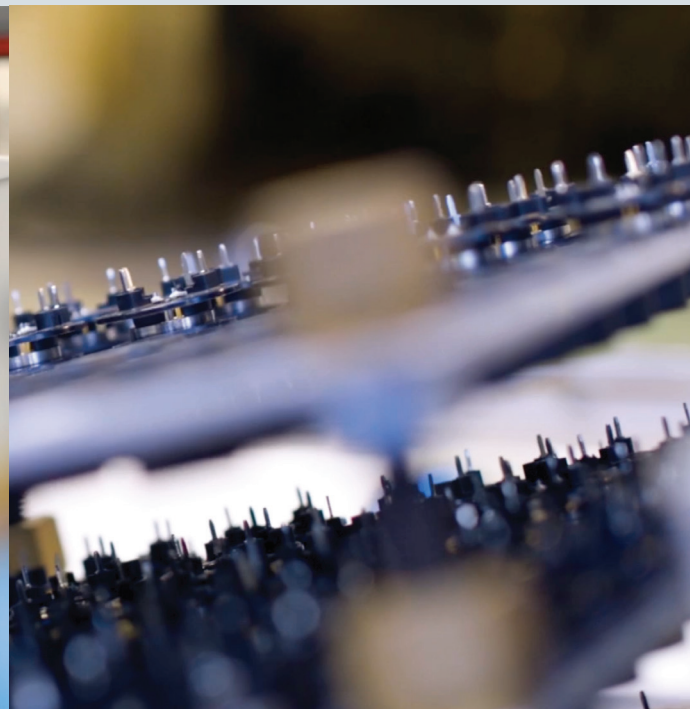
As a result, quality is embedded throughout the entire organization – ultimately creating value across all sectors from construction and agriculture to energy and manufacturing. In early 2023, Danfoss Sensing Solutions' way of working with quality management was even recognized by external auditors as a model of best practice – highlighting its impressive cross-functional mindset.

Unlike the isolated roles you usually find in a Quality function, Dieter Poeppel's global team has a minimum of two roles per

person. In addition to helping the team better understand and support each other, this enables them to better support both internal and external stakeholders: "Today, we're seen as the go-to people because we always take responsibility of finding the right person for the task."

A core offering from the team is the Customer Quality Manager, who works as the link between the customer, sales, and the factory. This important bridging role not only ensures greater alignment and better communication but allows for a closer connection with customers while showing a high level of professional collaboration.

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A reliable partner in every way – today and tomorrow

Today, customers are increasingly confronted with the importance of dependable and long-lasting products within the evolving market dynamics in mobile hydraulics. Also, quality demands and regulations in general enhance the need for efficiency and reliability. Danfoss Sensing Solutions already takes multiple measures to ensure the highest possible quality through its unique approach – including prioritizing time to work specifically on improvement tasks.

And driven by its commitment to customers, it is also dedicated to continuing being a reliable partner by addressing and taking action on the delivery challenges of today and tomorrow. Through investments in new equipment and automation, localization of production and supply chain, plus the 2017 expansion of the factory in Minden, Germany, capacity has increased by 96%. Ensuring that Danfoss Sensing Solutions can meet future market requirements and price demands.

Ultimately, quality and capacity go hand in hand – but delivering high quality and efficiency at the same time is impossible without challenging existing structures and systems. That is why, openness and cooperation are core components in Danfoss Sensing Solutions continuous efforts to create value across the mobile hydraulics sensor portfolio.

“For us, the true proof stamp is when customers buy our products simply because they’re ours – because they trust us to understand their needs, handle everything professionally, and deliver as requested. And that is what we strive to do every single day,” ends Dieter Poeppel.

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