

# Quality

## A culture of continual improvement

Outstanding companies strive for excellent results. With the EFQM management model, the VP Bank Group optimizes its own process competencies and strengthens its client relationship management.

## Quality Management

For seven years now, VP Bank has been selectively and systematically optimizing the structures and work processes throughout the Group as a means of continually increasing its efficiency and the quality of its operating activities.

In 2008, VP Bank integrated its "Improvement Management" into the systematics of ISO. VP Bank was recertified 2010 in the following areas:

- 
- Recertification audit ISO/IEC 20000-1:2005: IT Service Management System (ITSMS)

---

  - Maintenance audit ISO 9001:2008: Basic norm for quality and management systems

---

  - Maintenance audit ISO 14001:2004: Environmental management and sustainability

---

  - Maintenance audit BS25999-2:2007: Business Continuity Management (BCMS)

---

These certifications confirm the high quality of our management systems. The next combi-audit is planned for December 2011.

## Quality assurance

Client feedback management is an integral part of client relationship management. Apart from a technological tool for that purpose, the approach involves measures for guiding the comportment of employees and enhancing the relevant processes. On one hand, feedback from our clients is an important stimulus for innovation and improvement at our company and, on the other, affords us as their partner the opportunity to service them in an even more targeted manner.

The Elite Report, which each year evaluates banks and asset management specialists in Germany, Austria, Luxembourg, Switzerland and Liechtenstein, once again conferred its highest rating, "summa cum laude", on VP Bank. Thus for the fourth consecutive year, VP Bank in Vaduz, VP Bank (Schweiz) AG and the Bank's asset management company in Munich received this commendation and, for the first time, VP Bank (Luxembourg) S.A. also held this honor.

That makes VP Bank one of the few institutions to rank among the best asset managers in a total of four countries.

## VP Bank and Business Excellence

The VP Bank Group perceives itself as a learning organization. EFQM calls for continual improvement and fosters quality as well as quality-consciousness within the company.

## More informationen

### Awards

- ▶ Galaxy Award 2011 Certificate (PDF, 382 KB)
- ▶ "Zurich Climate Award" for mobility management
- ▶ STP-Award JPMorgan Chase Bank
- ▶ Successful combi-audit 2010
- ▶ Another win for VP Bank
- ▶ Press release - Award Elite Report 2011
- ▶ Informationsflyer Elite Report 2010 (PDF, 226 KB)
- ▶ Galaxy Awards 2011
- ▶ 2010 LACP Vision Awards Gold Award - Annual Report Competition (JPG, 2810 KB)
- ▶ Certificate - "Zurich Climate Award" for mobility management (PDF, 8518 KB)
- ▶ 2010 Award Elite Report (PDF, 226 KB)
- ▶ 2009 International ARC Awards Bronze Winner - Best Annual Reports (PDF, 545 KB)
- ▶ 2009 LACP Spotlight Awards - Gold Award (PDF, 504 KB)
- ▶ 2009 LACP Spotlight Awards Bronze Award - Best Debut (PDF, 537 KB)
- ▶ 2008 LACP Vision Awards Gold Award - Annual Report Competition (PDF, 590 KB)
- ▶ LACP 2008 Vision Awards - Annual Report Competition (PDF, 3415 KB)

## Contact

### Verwaltungs- und Privat-Bank Aktiengesellschaft

Aeulestrasse 6  
9490 Vaduz  
Liechtenstein

Tel +423 235 66 55

Fax +423 235 65 00

- ▶ Contact form
- ▶ Send e-mail
- ▶ All locations