

The law firm v.CARSTENN-LICHTERFELDE ABOGADOS gives legal counsel in the fields of Commercial and Company Law, labor and restructuring law, litigation (including national and international arbitration), M & A, Bankruptcy Law and Economic Criminal Law. Our team offers a personalized, strategic, global and interdisciplinary perspective in their approach.

Our commitment is to act:

- ✳ ETHICALLY
- ✳ REALISTICALLY AND WITH A WILL TO SERVE
- ✳ PREVENTIVELY RATHER THAN REACTIVELY
- ✳ PERSONALIZED
- ✳ WITH PASSION

v. CARSTENN-LICHTERFELDE ABOGADOS, committed to their clients and the success of the organization, has issued this Quality Policy in line with its professional mission and vision and which is based on the following principles:

- ✳ Make Quality a basic element in the corporate culture of v. CARSTENN-LICHTERFELDE ABOGADOS. For this purpose, it shall involve all the personnel, so as to get a commitment to the success of the law firm and the applied System.
- ✳ Strive for the sincere identification and commitment of all the personnel involved in the Quality system of v. CARSTENN-LICHTERFELDE ABOGADOS. In order to do so, the Directors of v. CARSTENN-LICHTERFELDE ABOGADOS publish this Policy and commit themselves to make it known and accessible to their employees, clients and providers and put it at the disposal of any interested party.
- ✳ Develop an interactive Quality Management with the participation of all parties involved in the Quality System and which can make use of all their capacities.
- ✳ Constantly optimize the global business process in order to eliminate the costs and problems that can arise from a deficient management.
- ✳ Define our Objectives and monitorize their fulfillment in order to improve the Quality of our service.
- ✳ Measure systematically the efficiency and proficiency of our processes and the system itself, so that the Quality Management can always be based on objective data.
- ✳ To extend the parameters of the Quality Policy of v. CARSTENN-LICHTERFELDE ABOGADOS to our providers, subcontractors and other interested parties, cooperating with them in the creation of a system that guarantees the fulfillment of the necessities and requirements of the law firm.
- ✳ Evaluate the satisfaction of the clients and other interested parties in the services and activities of v. CARSTENN-LICHTERFELDE ABOGADOS, establishing channels of systematic communication.
- ✳ Develop a planned and continuous formation and information of all personnel involved in the Quality System.
- ✳ Be innovative and strive for a continuous and regular improvement of the service provided by v. CARSTENN-LICHTERFELDE ABOGADOS.
- ✳ Diminish and, in the end, eliminate when possible, the risks that arise from our activity over which we might have any influence, through an identification and evaluation system both in terms of probability and seriousness.
- ✳ Fully comply with all regulations that apply to the law firm or the rendered services.




Fernando von Carstenn-Lichterfelde and Christian Koch
Directors v. CARSTENN-LICHTERFELDE ABOGADOS