

2008-12-09 5.3.001 4 VD VD

## Quality policy

All employees shall contribute for producing the right quality:

- Working according to and develop quality assurance system ISO 9001
- Secure and deliver the client's specific product requirements
- Constantly improve products and services to customers by working on product and process development in our activities. Full traceability and storing of process data is needed.
- Perceive ourselves as inter-clients when receiving deliveries from an earlier process
- Secure that we have the right competence to develop, sell, produce and deliver our products and services. Selective recruiting, training and constant learning are cornerstones.
- Carefully follow laws and regulations. Systematically work with environmental and occupational health and safety issues.

The company shall bring the requirements and expectations of the customer at the center:

- Maintain high level of service and competence in all contacts with clients
- Having a quick and efficient order administration using the business system
- Inform clients in time before any discrepancies in deliveries
- Assist clients with technical service
- Having an efficient complaint handling

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C.E.O Ronald Selwood