

Quality policy

Customers can trust us.

- The basic principle is that all our customers must always have complete confidence in us and our products. This is why we place so much emphasis on quality as an integral part of our corporate structure and everyday operations.
- Quality assurance plays a decisive role in our future development and is a decisive factor in our customers' choice of products and services.
- We must meet applicable requirements and customer expectations for quality and, if possible, exceed them.

We strive for "zero defects".

- Our quality strategy is based on the principle of "zero defect" in every step of all our processes.
- Our development strategy aims to create products that both meet customer expectations in the right way and that can be manufactured according to the "zero defect principle."
- The "zero defects" principle is integrated into purchasing, production, distribution, and service.

We work with continuous improvements.

- Our employees receive training in quality issues and participate actively and responsibly in the work to achieve continuous improvements.
- Following the measures we take to protect our employees and the environment; quality issues are given the highest priority whenever an error or defect is detected or when there is a risk of an error or defect occurring.
- We work systematically to create good order in our operations and work constantly to improve our quality management system.

We put demands on our suppliers.

- The quality criteria for the products and services we purchase from external partners or outsource to subcontractors must correspond to our operations' requirements.
- We evaluate a supplier's quality management processes before we sign any contracts. We clearly state our quality criteria and conduct regular evaluations to determine compliance.
- We regularly evaluate the market's and individual customers' perceptions of the quality of our products and services and document the results. We then react quickly to these evaluations.

Utdrag ur R-000001 Verksamhetsmanual, version 6.0 från 2024-07-03