

# Quality Policy

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## Purpose

The purpose of this policy is to ensure that we:

- Supply products, systems and services of a uniform quality level that always meet or exceed customer demands and expectations.
- Ensure product safety and full compliance by meeting or exceeding local, national and international regulations and standards.
- Proactively follow development and trends in customer demands and expectations, in regulations, standards, competitor offerings, and technology to be able to further improve our offerings.

## Policy

Our policy is to:

- Have documented quality management systems in place covering all processes in the Group impacting the quality and supply of products, systems and services.
- Continuously improve the effectiveness of our quality management systems to drive continual improvements enabling us to enhance customer satisfaction, competitive advantage and profitability.
- Develop and apply own processes and standards - mandatory minimum requirements, guidelines and best practices - to ensure or exceed customer satisfaction, and manage risks throughout all levels of our organization.
- Conduct internal Group audits to secure conformance to our policy and internal standards.
- Regularly report and act on selected Key Performance Indicators.
- Maintain an open and transparent dialogue throughout the complete value chain with focus on our customers, employees, and suppliers.
- Focus on leadership, organizational knowledge, and best practice sharing to create a culture of continual improvement.

## Governance

The MDs responsible for sales are responsible for implementation of this policy.

The policy is supported by a Group Quality Manual, which describes responsibilities, processes, internal standards and best practices.

The Quality Policy is communicated to all employees and is available for all interested parties.

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<b>Policy group:</b>	4. Risk
<b>Policy sub-area:</b>	4.6. Group Quality Policy
<b>Revision date:</b>	2018-04-10
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