



Quality Policy

Our Commitment

We continuously strive to ensure that we supply products, systems and services of a uniform quality that always meet or exceed customer demands and expectations.

We strive to ensure product safety and full compliance by meeting or exceeding local, national and international regulations and standards.

How we work

- We focus on leadership, training, knowledge sharing and awareness programs to create a culture of continuous improvement.
- We maintain effective quality management systems, covering all processes in the Group that impact the quality and supply of products, systems and services to facilitate implementation of this policy.
- We continuously improve the effectiveness of our quality management systems which enable us to enhance customer satisfaction, competitive advantage and profitability.
- We ensure an open and transparent dialogue throughout the complete value chain, with focus on our customers, employees and suppliers.
- We regularly report and act on selected Key Performance Indicators.
- To be able to further improve our offerings, we proactively follow developments and trends in customer demands and expectations, regulations, standards, competitor offerings and technology.
- We develop and apply our own processes and standards to ensure that we meet or exceed customer satisfaction and manage risks throughout all levels of our organization.
- We conduct internal audits to secure conformance to our policy and internal standards across the Group.
- This 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 on the ROCKWOOL Group website.

GROUP

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