

**Quality policy**

Our quality policy was defined by our CEO and is regularly reviewed under aspects of our quality evaluation. The policy is reviewed on a regular basis in terms of its efficiency and suitability and aims to identify and satisfy the expectations of all interested parties. These parties, including our customers, are of high importance for planning and achieving our quality goals. Our commitment is to achieve a high level of customer satisfaction without neglecting the economic viability of the company. The company management is responsible for communicating and implementing the quality policy and all new staff is trained on these goals at the start of their employment.

**Our focus is our customer**

All employees actively work to provide our customers with quality service. This is accomplished when all employees work to achieve our defined standards.

**The requirements of interested parties**

Our QM system accounts for the requirements of customers and other interested parties. These parties include external providers, governmental agencies, partner companies, employees, the company proprietor and our neighborhood.

**Continuous improvement**

An important part of our business management is continuous improvement. It is an ongoing effort to develop our services, processes and the quality of our performance.

**Prevention of mistakes**

Our quality management focuses on avoiding mistakes. If mistakes happen, the cause is analyzed and necessary changes are made to ensure future prevention.

**The potential of our staff**

Personnel development is an essential part to guarantee our success because our reputation and performance are influenced by our staff. Therefore, we have established a positive working environment that encourages motivation, performance and employee satisfaction.

**Customers and external providers**

We establish and maintain relationships of mutual benefit with our customers and all external providers.

**Profit for growth and success**

Profit is a measure of how successful we are in fulfilling the expectations of our customers.