

Tibro 2009-08-17

## **Quality policy**

We at **OFFECCT** always focus on the customer. Our aim is to understand the customer, meet customer needs and expectations and endeavor to exceed them. This approach applies to all the work we produce and carry out.

Quality is a measure of our performance from the customer's standpoint. We listen to our customers and base our work on their viewpoints, constantly introducing permanent improvements in our business.

**OFFECCT's** company management shall set clear quality targets, which shall be measured continuously. Management shall be positive and committed in seeking to create the requisite conditions for attainment of the quality targets. The constant improvement work shall provide the basis for a high level of quality work.

**OFFECCT's** employees are aware of their personal responsibility for production of the correct quality. All employees and management staff shall have the requisite knowledge and skills to satisfy customers' needs, adhere to the relevant laws and ordinances and meet the requirements and expectations regarding the products we supply.

**OFFECCT's** employees apply the premise that everything must be done correctly from the start and that faults must never recur. Employees shall immediately undertake the requisite measures if deficiencies are detected in products/raw materials or the relevant documentation.

We at **OFFECCT** create quality through a focus on customers, assumption of responsibility, understanding, participation and immediate measures where required.

**OFFECCT** is certified in accordance with ISO 9001:2008. We investigate, document and improve our processes by striving to achieve the maximum value for our customers.

## **OFFECCT AB**

Maria Ragnarsson  
*Environmental and Quality Manager*