



Responsible Annija Otaņķe
Approver Annija Otaņķe

Quality Policy

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Our Quality policy is defined and strongly driven by the following management principles:

► **We care about our customer**

Learn and understand customer needs and deliver preferred product or service meeting each customer specific needs for the best performance in terms of quality, pricing and delivery time.

► **We are competent**

Continuously develop skills and competences of the employees according to the tasks to be performed through various training programs and methods. Expand team capabilities by sharing experience and knowledge.

► **We take responsibility**

Ensure compliance with binding legal norms, standards and regulations, and contractual obligations. Establish and adhere to internal company standards and procedures. Prevent quality defects and find solutions for challenging tasks.

► **We aim for continuous improvements**

Conduct systematic process analysis, monitor quality performance, and drive company to continuous improvement, process improvements and innovation. Based on these principles, providing excellent service and product quality, we will achieve our goals towards long-term success, sustainable business development and continuous improvement.

CEO
Claus Ravn

28.04.2020.