

# Quality policy

## **Our customers can rely on us**

- The basic principle is that all our customers can always have full confidence in us and our products.
- Quality assurance plays a crucial role for the future development and is a decisive factor behind our customers' choice of Calesco's products and services.
- We must meet customer expectations of quality and where possible, surpass them.
- We regularly evaluate the customers' perceptions of the quality of Calesco's products, and document the results. We act swiftly to the results of these evaluations.

## **We have our sights set on "Correct from me"**

- Quality control is verified at each stage to ensure inaccurate products never leave our facilities.
- Development work aims to create products that meet customer expectations in the right way, and that can be manufactured according to our quality requirements.

## **We work on continuous improvements**

- Our employees are trained in quality issues, and share a responsibility to take an active role in the work of implementing continuous improvements.
- Calesco works systematically to ensure that operations are well organised and well run.

## **We make demands on our suppliers**

- The quality criteria relating to the products and services that are brought in from external partners or outsources to sub-contractors must meet the criteria that we require of our own operations.
- A supplier's quality management processes are evaluated before we sign any agreements. We clearly state our quality criteria and carry out regular evaluations to determine compliance.