



QUALITY POLICY

The top management has decided that the organisation's quality management system will be based on ISO 9001:2015. Quality work is based on clear responsibility and efficiency. Quality work is conducted openly and with commitment; quality work must create confidence in our organisation and for customers, owners, employees, authorities and other stakeholders.

We listen to our customers and their needs and, based on their views, create sustainable and lasting business improvements. Ventim is professional and personal, and all our processes are characterised by competence and high quality.

Organisation

The organisation's top management has overall responsibility for the quality management system.

Management has delegated responsibility for the environmental management system to the organisation's quality manager. This responsibility includes liaising, advising, managing and developing. The quality manager must ensure that the organisation's activities comply with ISO 9001:2015.

Systematic work

We will strive to be quality conscious throughout the organisation.

All staff have knowledge of quality management and governance as appropriate, which will help raise awareness and support staff, customers and stakeholders. To achieve our quality objectives we will:

- Strive for a holistic approach to quality work, have measurable quality objectives and work on follow-up and continuous improvement, and increase our internal and external quality co-operation.
- Educating, informing and engaging our staff to participate and take responsibility in quality
- Review, improve and streamline our processes through active change management.
- Management must continuously support, coordinate and monitor our quality work.
- We encourage all our employees to be creative in their improvement efforts and in the customers' experience of our work.
- Management must ensure that staff are competent, committed and given the opportunity to develop and contribute to the objectives set.
- We comply with laws, contracts and regulations.
- We will understand and respond to customers' needs.

Objective

- Our products and services are delivered on time, 94% on time.
- Setting requirements for suppliers and maintaining a low number of supplier complaints.
- Customer complaints are set at a maximum of 0.15% of debit invoices and we actively work to create good relations and provide the best service and maintain our legal number of complaints.
- External customer complaints should amount to a maximum of 0.5% of debit invoices.

Monitoring, reporting and evaluation shall take place on an ongoing basis to ensure that:

- Decided actions are implemented and periodic targets are met
- Compliance with rules and agreements

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Management at Ventim AB