



Title	Quality Policy
Document type	Policy
Validity	Cross-organisational
Prepared by	Gisela Söderström
Approved by	Peter Ackebjer
Classification	Open

1. Purpose

Ventim AB delivers solutions designed to stand the test of time and create value for our customers' businesses. That is why quality is an integral part of our business and our daily work. For us, quality means delivering the right solution, at the right time and with the right quality at every stage. Our quality work must be simple, clear and contribute to continuous improvement.

2. Scope

The quality policy covers the whole of Ventim AB and applies to all employees, processes and assignments. It is reviewed annually to support the company's development and our customers' needs.

Our commitments: Ventim undertakes to:

- base our work on the customer's needs and meet agreed requirements
- get it right from the start through planning and the right expertise
- work proactively to reduce risks and errors
- continuously improve operations through monitoring and learning
- comply with laws, agreements and other binding requirements
- work with suppliers who meet our quality requirements
- maintain an open and professional dialogue with customers and stakeholders

This is how we work: Quality work is integrated into our operations by:

- managing and monitoring customer requirements and customer satisfaction
- working in a structured manner with non-conformities and improvements in ADD systems
- planning and quality-assuring projects and assignments
- manage and update documentation and working methods
- evaluating and monitoring suppliers
- ensures competence, accountability and clear roles
- follow up on quality targets and conduct management reviews

This is how we contribute in our day-to-day work. All employees contribute to quality by:

- understanding the customer's needs and ensuring the right delivery
- following agreed working methods and procedures
- noting and reporting deviations
- contributing to improvements in working methods and processes
- collaborating and sharing knowledge
- take responsibility for your work and get it right first time

Dashboard – Quality objectives

Target area	KPI	Target	Outcome 2025	Data source	Responsibility
Delivery reliability	On-time delivery (%)	≥ 94%	93.6%	ERP	Sales
	Delayed deliveries (number)	↓ trend	-	ERP	Sales/purchasing
Customer complaints	Complaint rate (%)	≤ 0.15%	1.01%	CRM	Technical Manager
	Proportion with root cause analysis (%)	100%	-	ADD Systems	Sales
Customer complaints	Complaints (%)	≤ 0.5%	0.49%	ADD	Sales
Improvement work	Number of deviations/improvements	≥ 20/quarter	97	ADD Systems	All
	Percentage closed (%)	≥ 95%	90.7%	ADD Systems	Quality

Approved by: Management, Ventim AB

Last updated: 18 March 2026

Reviewed: annually or as required