

Policy

Quality

High performance in terms of quality is fundamental to our safety, peerless service and operational excellence ambitions. Quality management shall therefore be given high priority in our day to day work.

To achieve the right quality of our products and services we will:

- Maximize availability and delivery of material which meets the requirements of our customers as well as regulatory requirements
- Provide swift and professional response to customer complaints

Right quality shall be achieved cost-efficiently for our worldwide operations.

We will use well-defined roles and responsibilities and standardized quality management processes. In particular we will:

- File all customer complaints in our complaint software and always demand proper root cause investigations and corrective actions
- Make functional line managers accountable for non-conformances and associated rectifying actions.
- Report performance and address outstanding issues in our Q-councils which shall be a forum for cross-functional collaboration and decision making
- Make informed decisions based as far as possible on facts and statistical analysis
- Consider customer relevance in all change processes

All employees are responsible for the quality of their work and shall participate actively in fulfilling our ambitions.

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Joppe Smit
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