



Dokument-ID: 2616

Quality Policy Oresund Heavy Industries

Oresund Heavy Industries AB with subsidiaries has one of Scandinavia's largest dry dock, a floating dock with great capacity, an extensive quay capacity admits and large production facilities. The Company is strategically located in the middle of the Öresund region and we strive to be the primary choice for our customers and a full partner in the repair, maintenance and refurbishments of ships as well as new production of large steel structures.

Our objectives with the work conducted is to meet customer expectations for availability and response, and that we through our expertise, our service can keep set delivery dates. This is achieved by the following:

- We will maintain an open and good communication with our customers and suppliers so that lasting business relationships are created and managed.
- The results of our work will be of such quality that they meet or exceed our customers' expectations.
- Any complaints from customers shall be handled in a manner that will prevent future problems and will contribute to our improvement of service.
- We educate and motivate our employees as part of creating an understanding to the importance of high quality in all aspects of our commitment to the customer.
- We work continuously with improving the Company and it's business by respecting internal and external requirements from our partners, and we apply relevant legislation in the Company.
- We work continuously with improving our management system.
- We monitor and follow up on the objectives of the organisation and we act when an objective may be at risk of not being fulfilled.
- We use several methods for measuring and follow up on results of our quality work.

Jonas Hansson
CEO