

POLICY QUALITY

We are committed to fulfill our customers' expectations in all aspects of our business.

Fulfilling or exceeding our customers' expectations and applicable regulatory requirements on the delivery of our products, solutions and services for factory automation, is an essential element at FlexLink. By doing this, we are aiming to enhance customer satisfaction and generating value for the company.

Quality is part of FlexLink's sustainability program meaning that our products, solutions and operations are efficient in the use of energy and protective of the environment.

FlexLink applies a Lean Six Sigma approach in all processes, as it is an essential part of the continual improvement process aiming to be our customers preferred partner.

We create mutual beneficial contractor relationship aiming for long-term sustainable values for both FlexLink and our external partners and suppliers.

Our Operations Management System (OMS) is set up for providing good conditions for our employees and fostering good quality work in our daily operations.

Our policy is based on:

- Our values
- Our operational management system (OMS)
- Lean six sigma
- Our key performance indicators
- Risk based thinking

FlexLink is committed to this policy and will provide the leadership, processes, resources, and training to support it. The OMS is subject for improvements on a continual basis.



Olaf Witchass
CEO FlexLink AB
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