



## Quality Policy

**We will perform our job efficiently and correctly the first time, and the customer will have a positive experience with us.**

This requires that:

- The organisation knows the expectations and demands in the market.
- We deliver the expected service within the agreed time frame.
- We want our customer to succeed, and we emphasise good customer communication.
- The organisation is familiar with the technology, routines/procedures and applicable formal requirements.
- All employees are motivated and qualified for the job at hand.

This is ensured by:

- Our routines of mapping the way our customers perceive us.
- Developing precise and mutually agreed procedures for all operations being critical to our quality.
- Systematic recruitment and staff qualification.
- Continuously focusing on communication and leadership performance.
- Continuously updating the organisation about results, operational activities, and customer's opinion about us.

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