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## 2.1 QUALITY

### Conceptual framework

To develop, produce, market and deliver freeze-/ refrigerators, which together with our services is a quality that can satisfy customer needs and expectations, their own requirements and regulatory compliance.

To have a performance which ensures the company's continued existence and expansion to maintain a workplace that employees can be satisfied with.

To this is our goal:

- To meet customer expectations by achieving high levels of reliability, be earnings and functional performance and to produce products in a modern design that is easy to maintain.
- To our suppliers provide a satisfactory and consistent quality.
- To all the products and materials are of such a standard that known regulatory requirements.
- The production manufactures and delivers products in the specified quality and quantity of the confirmed time.
- The confirmed delivery dates are respected and that all benefits, such as labeling and shipping is done in accordance with the agreed.
- To minimize customer complaints and that any complaints in connection with our products are handled as quickly as possible so that the disadvantages are minimized for the customer.
- In much as possible to satisfy the employees want and need to maximize the well-being at work.

## **2.2 QUALITY POLICIES**

### **Develop-/construction quality**

From the knowledge of their own and competitors range customer information, experience and idea must Executive launch the development of new, popular products. After producing a prototype design review is conducted.

Throughout the design process must be carried out reviews include regarding the approval requirements for the final laboratory approval. New product may not be marketed until it has been tested and officially released for sale, and the product may not be released for delivery before the necessary approval certificates have been received.

### **Purchasing Quality**

Should be used only vendors who will engage in close cooperation with regard to quality.

Only suppliers who can provide materials / components that meet the authorities and Elcold requirements.

It is as much as possible be two or more suppliers for each component purchased / subcontracting.

All purchases of products included in the finished product and / or affect product quality must be documented on the requisition, except for transport services, the calibration ring, IT and audit.

Outsourcing of Elcold considered procurement and related mainly to the service benefits such as calibration, IT, and auditing.

### **Production Quality**

Planning must be based on customer orders confirmed delivery dates and production unit's capacity and flexibility.

All activities must seek the greatest possible use of operator self.

There must be kept statistics on the number of errors. From these figures, the error, waste and additional costs are minimized. In choosing the appropriate internal transport and protection methods should be minimized damage.

### **Sales and marketing quality**

Should be prepared booklet of new products. Brochures and price list sent to our customers according to fixed guidelines.

Offer, order confirmation and invoice should contain all the data for a clear description of the product.

All questions must be answered as soon as possible and have a feedback, either in the form of an offer or information about when offers are dispatched.

### **Delivery Quality**

Must be built up a stock of products to the Danish market to deliver soon.

Means of transport and method must be selected after the supply / price, so there is always delivered to the confirmed time at an agreed location and meet the agreed. Predicted a deviation from the agreed, advised the client immediately.

### **Service Quality**

Service in Denmark carried out by service companies that will report to Elcold via the service reports.

Defect that reduces the customer's products must be remedied quickly.

Spare parts for discontinued models can be delivered as a message grated in Kp.8

Warranty follows the law unless otherwise agreed.

Freeze-/ refrigerators replaced if they can not be repaired at the customer.

The export sale service obligations with the product to the individual importer.

### **Quality Complaints.**

All complaints must be continually and systematically recorded for raising awareness of compliance requirements and to discourage future complaints.

All complaints must be treated quickly.

### **Personnel Quality**

Must seek the widest possible devolution of responsibility and competence of the individual employee, and there must be between the individual co-worker's resources and requirements, the job provides, and employees should see a link between its own efforts and the final result.

All employees must be familiar with their own responsibility and competence.

All employees should be encouraged and motivated to always keep order and systematic within his remit.

All employees should be encouraged to inform management of relevant courses that will benefit in their daily work. This information should be included in the annual assessment.

### **Customer satisfaction.**

Elcold must continuously monitor the information on customers' perceptions (satisfaction or dissatisfaction) with respect to customer requirements are met. This process must take into account compliance with the requirements, product pricing and delivery. Monitoring results are included in management's evaluation and the ongoing improvement activities.

### **Achievement of objectives**

Of the selected activities to be controlled are identified and reported in terms of performance.

## **2.3 ACHIEVEMENT QUALITY OBJECTIVES**

### **Purpose**

- To be developed and maintained the quality objectives and their quality objectives for the relevant functions and levels.

## **General**

- The Executive Director is responsible for the procedure followed
- Requirements for the quality objectives described in the instructions Method

## **Approach**

Driving set and reviewed the firm's quality objectives and the resulting quality, taking into account:

- Relevant statutory and other requirements
- Essential quality compared
- Technical options
- Economic, operational and business requirements
- Customer and other interested parties' views

Objectives are compatible with the quality policy, including the requirement for ongoing improvements to the system under DS / EN ISO 9001:2000.

## **Quality Objectives and measurable quality**

Quantified quality and deadline for the improvement of the quality work and performance are defined in 02-01 "quality"