

ME Quality Policy & Guideline



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Responsible: CEO

Approved: QA

Version: 19-07-2018

- We want to provide solutions that meet our customers' requirements and expectations.
- We want to know and control the quality of our products and set concrete goals for our quality work, thereby creating continual improvements.
- We want to be proactive and innovative in our effort to continuously improve our product quality. All enquiries regarding our product quality will be dealt with quickly, professionally, and forthcoming.
- We want to inform and educate our employees to act in accordance with our quality management system and strive for a quality conscious organisational attitude.
- We will insist on a close collaboration with our customers and strategic suppliers.
- We will continue to develop the company's competences, services, and processes.
- We want to perform economic assessments of our quality costs for use as a key performance indicator to measure our quality level.
- Planning and implementing actions for dealing with risks and opportunities to increase the effectiveness of the quality management system.

ME quality objectives

- We will work to reduce the number of complaints - the objective is zero errors always.
- We will work to improve our product quality by creating sustainable improvements and implementing corrective actions.
- We will work to raise our quality level by implementing new quality elements and tools; and being flexible in relation to customer requests in this regard.

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Management Guidelines

How?

Making systematic efforts by:

- determining responsibilities and competences.
- establishing documentation on quality management activities
- implementing corrective actions, thereby continually improving the system
- assuring continual improvements
- complying with the requirements of ISO 9001:2015.
- ensuring that major system changes are controlled with an aim to maintaining coherence
- ensuring compliance with all applicable laws and relevant standards
- The Quality Policy is a fundamental element of Mikkelsen Electronics' strategy and shall be decided by the company's management
- The quality management system is implemented in all company functions.
- Quality is fundamental
- every employee having the full responsibility for the quality of own work, independently of function and organisational position.
- ensuring that a positive attitude towards quality is maintained.
- ensuring that quality is visible in the company.
- ensuring that quality is an economic dimension that is measured.
- ensuring that all employees undergo continual education.
- Ensuring that the organisation is aware of the customers' requirements, both generally and in detail. At project start-up, the sales representatives' requirements are documented and Mikkelsen Electronics' procedures ensure that all relevant internal and external parties involved receive written information hereof.
- ensuring that quality is documented in an understandable way.
- ensuring that the management makes sure that major system changes are controlled with an aim to maintain the integrity of the system.
- ensuring that cleanliness and order is a prerequisite for quality.
- ensuring that the management is a role model.
- ensuring that the management formulates clear definitions of the goals and supports the employees in the realisation of these.
- ensuring that we are transparent in our actions; meaning that customers enquiring for it, can have access to all relevant information concerning the data and recordings that form the basis for the product we deliver to them.
- ensuring that all functions at Mikkelsen Electronics is working in accordance with the procedures and manuals adopted, and that everyone is participating actively in the development of the quality management system.