

Quality Policy

Purpose

LOWENCO A/S strives to deliver services and solutions, which fulfils the expectations and satisfaction of the customers in any regards and thereby creating trust in the company's technical and market capability. The company wants to give the customers the experience of having their needs and requirements fulfilled and that the cooperation is performed in an uncomplicated and professional manner.

Applicability

This policy applies to all employees of LOWENCO. The policy applies in all areas where LOWENCO carries out work.

This means that the company commits to:

- Deliver the right product at the right time.
- Comply with all relevant customer demands and mandatory requirements within refrigeration units.
- Work to achieve high customer satisfaction (i.e., a customer satisfaction average score of no less than 8 out of 10 possible) as well as from other stakeholders.
- Have an active contributing management who ensures the employee education and development needed to reduce warranty costs (should not exceed 1% of the total revenue).
- Maintain the Quality Management System to ensure customer satisfaction, continuous improvements as well as develop the necessary instructions and develop employees' competencies.

Responsibility

All LOWENCO employees are responsible for ensuring that our Quality Policy is followed. Anyone who believes there is a violation or concern about the possibility of critical deviations must immediately report it to their immediate manager.

The manager must pass on the concern to the CEO.

Management must:

- Develop procedures and monitor compliance with the Policy and act if anything needs to be changed/corrected within their own work areas, but management should assist colleagues at all levels, if observing that adjustments are needed elsewhere at LOWENCO.
- Ensure an appropriate on-boarding, hereby training and instruction before operating.
- Ensure a thorough introduction and training before launching new/redesigned products.
- Ensure registration of improvements as well as deviation reports.
- Ensure open and responsible information and communication with employees and customers.

This policy is:

Reviewed when needed or at least annually.

Approved and hereby signed of LOWENCO's CEO:


Mikael Hoier

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		Approved by: MHOI Date: 04MAY2023
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