

Quality Policy

Quality...Beyond Expectations

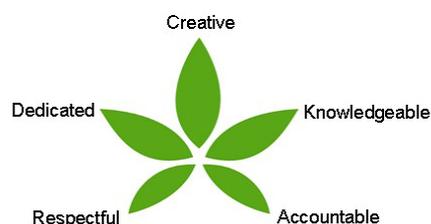
Promoting quality in an organization today is simply a prerequisite for doing business in a world of ever increasing complexity. As we strive to push quality beyond expectations, our customers and employees see the results of this every day.

COVENTYA recognizes that quality is an integral part of who we are but it's also something intangible. Of course we can offer the necessary quantitative measurements to satisfy all global standards but quality in our culture goes well beyond this.

Quality permeates our organization from how we engage with our employees and customers to the emphasis we place on proper integration into the communities we are operating in.

Our quality goals are transparent: attain and sustain satisfaction for all of our customers, employees and shareholders, for our neighbours and society and invest what is necessary to meet this commitment.

As we are convinced that quality is primarily an expression of a company's values and beliefs we are adamant in promoting these values with our employees but also with our business partners. These values and beliefs are laid out in our [Vision and Values](#) statement and the terms of how we apply these values in our daily activities are published in our [Code of Conduct](#).



COVENTYA maintains and constantly improves its global development, service, production and supply systems to ensure we meet the needs of our demanding customer base. Our Management System is robust and reviewed on a regular basis. Results are measureable and simple to access. The entire process falls under our Quality Policy which has the following requirements:

- a. Must be appropriate for the purpose of the organization in its given context.
- b. Includes a commitment to comply with requirements of all stakeholders and continually improve our processes and procedures.
- c. Provides a framework for establishing and reviewing quality objectives using KPIs that reflect the interests of all stakeholders.
- d. Is communicated and understood within the organization.
- e. Is regularly assessed for stability by applying a zero defect approach.

To enable us to attain these goals, COVENTYA follows internationally approved standards like ISO 9001, IATF 16949 and ISO 14001 in the local organizations.

COVENTYA has committed to strive for ecologically responsible and sustainable processes and products. Our group wide program ECOLINE is a constant proof of this commitment. We strive to pursue the latest innovations in environmentally friendly technology and ensure that our practices meet or exceed all local health, safety and environmental regulations. Our employees, customers and shareholders know we are here for the future. To further foster these activities COVENTYA strives to be ISO 14001 certified in all local organizations within medium term.