



QUALITY POLICY

Bagges, through each of the employees, shall execute all activities efficiently to ensure that expected quality to next recipient in the chain, and also to the final customer, is fulfilled. The main focus in this process is to be put on continual improvement.

To reach this aim the following guidelines are to be followed:

Quality System

Our quality system shall be decentralised, so that quality is something that concerns the whole organization. The formal quality system shall be documented and at least meet the requirements of ISO 9001.

The Staff

Open communication and systematic training shall ensure our employees professional skill and engagement in their work.

The customers

Good and close contact with the customers shall ensure that both shifting and new demands are met quickly and thereby contribute in improving our customers competitive ability. A yearly customer satisfaction survey shall ensure we get the necessary feedback in order to meet the customers expectations.

The Suppliers

The suppliers shall be considered as our partners. Our knowledge shall be at their disposal in order to improve their products, as well as give them definite and clear specifications. Suppliers shall be selected based on our needs for quality.

Own production

Our products shall be produced by professional and competent personnel, well maintained production equipment and calibrated measuring instruments in order to make sure the requested quality standards are met.

Quality, Price and Delivery

Short-term objectives as delivery time and costs are never to be given priority at the sacrifice of our customers requirements concerning quality of goods and services. We can accept to lose an order, but we cannot accept to lose confidence in the market.

Responsibility and Authority

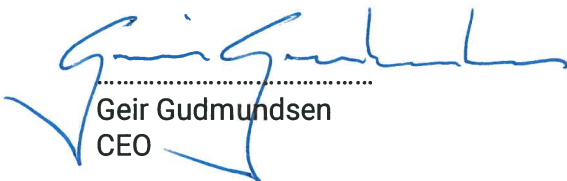
Each head of department is responsible for the level of quality, quality improvements and quality maintenance within their field of responsibility. Each member of the staff is responsible for the quality and result of their own activities and to come up with recommendations for quality improvements. Employees shall respond to any non-conformance, also outside their own field of responsibility.



This shall ensure our reputation as a leading and credible supplier and thereby also strengthen our competitive ability.

The final goal is to get satisfied customers, which safely recommend us to other companies and also come back to us next time they are in need of our products – “We want the customers back, not the products”.

Skedsmokorset, 08.11.2022



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