

# Tunstall Nordic Quality Policy

QMS – Quality Management System

Document Type	Document Description			Department
Policy	Tunstall Nordic Quality Policy			Quality
Author	Date created	Version	Last Reviewed	Review Date
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## **Tunstall Nordic AB Quality Management Policy**

Tunstall Nordics QMS Policy summarizes the essential components of our Quality Management System. We believe quality management is important to ensure compliance to, internal and external requirements, as well as ensuring brand value and recognition.

Tunstall Nordic is ISO9001 certified and within the framework of our quality work includes meeting the requirements of the standard.

We commit to ensure that the quality policy is reviewed annually, distributed internally, and available for required third parties and stakeholders on the web.

### **The main components of the QMS are:**

#### **Customer Focus**

Working with customers and customer feedback to ensure that products, services and operations always are up for review to ensure that we meet customer and market demand requirements.

#### **Goals and Measurements**

We will set clear quality goals, measure our performance in key activities, and use the data collected to make informed and effective decisions on how to improve our processes.

#### **A Quality Mindset**

Creating a quality mind-set with the objective of developing, manufacturing, and providing compliant products and services with zero defects that are trusted and preferred by individuals and customers to deliver on our promises to enable more secure and healthier lives.

#### **Process Focus**

We are looking to manage our activities and resources through planned processes to ensure that products and services are correct (with high quality) and according to expectations, while still seeking for high efficiency.

#### **Comply with requirements**

We look to work with continuous identification – implementation – and compliance validation, towards relevant laws and regulations as well as internal and external stakeholder requirements.

#### **Engagement of people**

Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, supervision, and communication. At Tunstall ownership, engagement, participation, and support are vital to ensure quality objectives and policy compliance.

#### **Continuous Improvement**

Continuously challenging ourselves to improve the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through the review of quality objectives and results