

Section 02: organization and management

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Quality Policy

Purpose

The quality policy forms the foundation for Carl C's commitment to meet the requirements of ISO 9001 and deliver products and services of high quality that create value for our customers and stakeholders.

At Carl C, customer satisfaction and good working conditions for all our employees are fundamental principles. We focus heavily on customer care and work daily with quality objectives and quality dialogue with our customers, as well as delivery reliability and customer satisfaction. It is important for us to build strong and long-lasting relationships and offer high-quality products and services.

We want Carl C to be seen as an attractive, trustworthy, and quality-conscious partner in the manufacture of masts and steel constructions. Therefore, we are focused on having an efficient production process that strives to minimize errors and misunderstandings through recognized process tools.

Our Customers

We are committed to understanding and meeting the needs and expectations of our customers. This is ensured by having an open quality dialogue to meet relevant requirements and standards, deliver high-quality products and services, and collaborate on high delivery reliability.

Through this, we achieve customer satisfaction.

Suppliers/Partners

We set requirements for our suppliers and partners while remaining open and involving them in our challenges. We enter responsible partnerships and are happy to participate in their CSR and environmental activities. Additionally, we have ongoing quality dialogues with strategic suppliers regarding their products and services. Overall, our purchasing procedures ensure alignment for the procurement of goods and services at Carl C, ensuring agreements are made on the most advantageous terms while always ensuring environmental awareness and compliance with applicable legislation in the procurement area.

Employees

Our greatest strength is the professional competence of our employees, and we must always ensure that we are in a position to attract and retain qualified and engaged employees who thrive and wish to align with our strategy, policies, and culture.

Therefore, we aim to continuously educate our employees, ensuring that all are equipped with the necessary qualifications to provide a high level of customer service and quality.

Responsibility and Follow-up

We are committed to the ongoing maintenance and improvement of our management system in accordance with ISO 9001, ensuring it always meets legal requirements, customer requirements, and our own requirements related to customer satisfaction. We focus on achieving annually established measurable quality goals and operational quality objectives within relevant processes, which are set and continuously reviewed. The quality objectives contribute to the focused development of products and services, as well as leadership and employees.