

QUALITY POLICY. AB Skånesten

IDEA:

Skånesten will, with a strong environmental and customer focus, perform contracting services in accordance with applicable standards and regulations. Our vision is to become Sweden's most knowledgeable within stone contracting. company achieve this through: Quality - Customer Innovation focus Business development

ORG:

As of 2017, quality issues within the company are managed by a special quality manager, *Jonas Svensson*. The quality manager increases coordination and integration in the business and with our suppliers.

Our quality work, which began in 2015, includes projects and activities related to all operations within the company.

In order to achieve harmonization and standardization of our quality work in the long term, integration is underway in connection with our business development.

Through continuous discussions with staff, customers and suppliers, we help to move quality work forward in the company.

QUALITY OBJECTIVES:

The company shall market services and products of the highest quality. We shall respond well to the customer's demands and needs.



We shall satisfy the environmental requirements that may be placed on the business.

We shall meet the promised delivery and completion times.

Any warranty obligations or complaints shall be dealt with as soon as possible.

Our employees shall have a high level of social competence and a solid knowledge of the services and products that the company markets as well as a great knowledge of the safety regulations that apply to the performance of the work.

QUALITY PLAN:

When purchasing both products and services, it is ensured that a high quality is maintained. When using subcontractors, our production manager checks that the work is carried out based on our quality policy. This control is always done on the job site by the production manager checking the work carried out by our subcontractors.

By constantly keeping ourselves informed about the environmental requirements that can be placed on the services and products we market, we can quickly adapt to this and make changes if necessary.

We will keep ourselves informed about the laws and regulations that apply to our operations and adapt the operations to new requirements as quickly as possible.

The reasons for complaints and warranty commitments must be documented and evaluated in order to learn for the future. To avoid inspection remarks and maintain a high quality of work performed, we work based on special routines for our objects: The responsible production manager always starts our projects and goes through with the responsible site manager or supervisor what is to



be done and how it is to be done. We inform our staff who carry out the work. During the course of the project, continuous inspections are made of the work performed by our staff. Any deficiencies are corrected. Before the final inspection of the object, our production manager inspects the work and corrects any errors and deficiencies. Through this quality work, we have few if any inspection remarks.

To ensure the high level of competence of the staff, continuous competence development is carried out by the employees, partly through personal meetings and briefings, but also continuously in the workplace.

We carry out all work based on the customer's request, which means the regulations and drawings that the client provides us with. It is our routine to always review the work with the client and then make suggestions on how the work could have been carried out differently to achieve the highest possible quality. This also applies to the choice of materials.

CONTROL:

To ensure the intentions of this quality plan, we have well-developed routines for controlling that the quality goals are met according to plan. Continuous communication between the production manager and employees as well as our clients ensures that the quality goals in this plan are maintained.

Daniel Ingsten

Jonas Svensson

Date & Place