



HILLERSTORP  
JAN, 2022

## QUALITY POLICY

# LONG-LASTING SAFETY SOLUTIONS

**TROAX AB DEVELOP, MANUFACTURE AND SELL HIGH QUALITY, METAL MESH PANEL SOLUTIONS THAT PROTECT PEOPLE, PROPERTY, AND PROCESSES. TO US, SUSTAINABILITY IS A KEY ISSUE IN BOTH QUALITY AND ENVIRONMENTAL ASPECTS, AND WE WANT TO WORK LONG TERM TO CREATE SAFE ENVIRONMENTS TODAY, AS WELL AS IN THE FUTURE.**

To us, quality and environment go hand in hand, and we want to be responsible throughout the entire process. We strive towards the highest possible quality with as little environmental impact as possible.

### **WE MEET OUR CUSTOMERS' EXPECTATIONS**

Meeting the needs of our customers is the core of our business, and we develop products and services accordingly. Our goal is for every delivery to keep the highest quality as well as live up to – and exceeding – our customers' expectations. We are certified according to ISO 9001.

### **WE FOCUS ON OUR CUSTOMERS**

Everything we do originates from our customer. We work proactively to service our customers, in both the short as well as long term, and to also be one step ahead within development, material and production. We follow laws, regulations, standards and values in every aspect.



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**WE STRIVE TOWARDS CONTINUAL DEVELOPMENT**

We want to be in the frontline of our business, and our highly set goals push our development forward. We continuously follow up our work in order to improve our methods, and therefore meet the needs of our customers – today and in the future.

**WE OBTAIN GREAT KNOWLEDGE**

To maintain the highest quality and meet our customers' expectations, we work to constantly develop our business and everything related to it. A big part of this is to continuously obtain new knowledge, and thereby strengthen the individuals' as well as the organisation's collective competence. We collect knowledge from around the world and each other.

**WE STRIVE TO FIND LONG-LASTING SOLUTIONS**

We take responsibility for our products and service and we work with the long term aim of securing their quality. This means meeting high requirements for our suppliers and other partners. By working together, both internally and with external stakeholders, we can develop ideas and processes to meet our customers' needs on a long term basis.

To deliver the highest quality in every way is an important part in our business. We want to meet our customers' expectations in everything we do, and we continuously strive to develop our business, collect new knowledge and create new opportunities – to continue to develop together with our customers and partners.

**THOMAS WIDSTRAND**  
Troax AB