



# QUALITY POLICY

HIGHTECH NORDIC AB

# INTRODUCTION

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HighTech Nordic AB strives to deliver products and services of the highest quality. Our quality policy is based on continuous improvement, customer satisfaction and ISO 9001.

Quality is everyone's responsibility. Every employee contributes to ensuring that we meet and exceed our customers' expectations in every delivery.

We work systematically with quality management and ensure that processes, procedures and targets are documented, monitored and continuously improved.

Deviations and complaints are regarded as opportunities for learning and improvement. All employees are encouraged to report and contribute to resolving quality issues.

## 1. CUSTOMER ORIENTATION

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### Customer satisfaction

We measure and monitor customer satisfaction regularly. Customer feedback is actively used to improve our products, services and processes.

### Complaint handling

All customer complaints must be received, documented and handled promptly. Root causes must be identified and actions taken to prevent recurrence.

## 2. PROCESSES AND PROCEDURES

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### Documented processes

Critical processes must be documented and accessible to relevant employees. Process documentation must be kept up to date and revised when necessary.

### Measurement and follow-up

Quality targets are set annually and monitored regularly. Key performance indicators (KPIs) are used to measure and manage quality work.

## 3. CONTINUOUS IMPROVEMENT

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### Deviation management

Deviations from requirements or expectations must be reported, investigated and corrected. Corrective and preventive actions are documented and followed up.

### Internal audit

Regular internal audits are conducted to verify that the quality system functions as intended and to identify opportunities for improvement.

## 4. SUPPLIER QUALITY

### Supplier evaluation

Suppliers are evaluated and selected based on quality capability, delivery reliability and sustainability practices. Quality requirements are clearly communicated to all suppliers.

### Follow-up

Supplier quality performance is monitored continuously. In the event of repeated deviations, measures may include redelivery, claims or termination of the relationship.

### HighTech Nordic AB

Questions regarding this policy are answered by the Quality Manager or nearest manager.

Contact us: [info@hightechnordic.com](mailto:info@hightechnordic.com) | [www.hightechnordic.com](http://www.hightechnordic.com)

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