

## 5.1.2 Customer focus

The CEO shall demonstrate leadership and commitment with respect to the customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met,
- b) the risk and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed,
- c) the focus on enhancing customer satisfaction is maintained.

## 5.2 Quality Policy

As CEO of Luftmateriell AS, I'm proud to support and foster a workplace where the employee is committed to deliver the best quality of the products and services we provide.

The Quality Policy of Luftmateriell AS is based upon a commitment to meet our obligations by exceeding our customer's expectations. We shall:

- Have committed and focused leadership so that we all understand our role in the management of quality.
- Have simple hazard identification and risk management system to effectively manage quality risk, promote a common approach to risk management and ensure that appropriate controls are in place.
- Competent, engaged and motivated employees to make the right risk-based decisions.
- Provide our employees with resources, training, and information to support this approach.
- Maintain effective management systems to support compliance with our customer requirements, legal and regulatory requirements, and approvals and certifications.
- Strive to continually improve our quality performance by setting appropriate objectives and targets, and continually monitor and improve our systems and processes.
- Consult with our employees and other stakeholders on all quality matters, and effectively communicate all policies, procedures and guidance material to our employees.

This Policy will be communicated within the organization and to other stakeholders and will be reviewed for continuing suitability on a regular basis.

Sandefjord, 1<sup>st</sup> August 2018

  
Dag Skjaveland  
CEO