



# The VIKING advantage

## Quality policy and quality objectives

The purpose with this chapter is to document VIKING's quality policy and describe the guidelines for setting and monitoring VIKING's quality objectives.

## Quality policy

In order to comply with our mission to protect and save lives and to ensure that our values are an integrated part of our daily work, we have implemented a quality management system - VIKING Management System - VMS. This quality policy reflects our objectives for quality as formally stated by VIKING Life-Saving Equipment A/S's top management. The Management has identified five areas that reflect the purpose of VMS.

It is the quality policy of VIKING Life-Saving Equipment A/S to ensure:

### High customer satisfaction by:

- Ensuring close contact to our customers, sales companies and other interested parties that use and/or sell products in order to monitor the fulfilment of their expectations and specified requirements.

### Targeted innovation by:

- Ensuring that products and services are renewed and adjusted according to present and future requirements and demands.

### Compliance with requirements by:

- Supplying products and services that fulfil customer requirements and expectations, and meet the specified requirements for functionality.
- Ensuring that products and services comply with relevant authority requirements and directives.

### Required competence by:

- Continually assessing and developing our employees' skills and abilities in relation to present and future requirements.
- Assessing the possibility of increasing competence level when recruitment new employees.
- Ensuring that experience and knowledge within the whole organisation is available and used whenever appropriate.

### Continual and permanent improvements by:

- Continuously improving products, processes and systems.
- Motivating and requiring employees to be responsible in their work and task solving.

Based on the quality policy and in accordance with the company's overall targets and strategies, objectives are set that identify the quality level that VIKING Life-Saving Equipment Denmark and Thailand consider to be compliant with the policy. The objectives thus state the level required to achieve and strengthen customer satisfaction and to fulfil VIKING Life-Saving Equipment A/S's vision.

Approved by the Management, July 7 2003

Approved by the Technical Director, May 2007

