



## Quality Policy Oresund Heavy Industries

Oresund Heavy Industries AB with subsidiaries has one of Scandinavia's largest dry dock, a floating dock, an extensive quay capacity admits, and large production facilities. We are strategically located in the middle of the Öresund region and are a full partner in the repair, maintenance and refurbishments of ships as well as new production of large steel structures.

We focus on meeting customer expectations for availability and response, our expertise, our service and promised delivery dates. This is achieved by the following:

- We will maintain an open and good communication with our customers and suppliers so that lasting business relationships are created and managed
- The result of our work will be of such quality that they meet or exceed our customers' expectations
- Any complaints from customers are handled in a manner that will prevent future problems and is seen primarily as information to improve our service
- We also educate and motivate our employees as part of creating an understanding of the importance of high quality in all aspects of our commitment to the customer
- We work continuously with our improvement, where internal and external requirements and relevant legislation is respected and followed

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CEO

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