

Valid from: 2010-11-01	MANAGEMENT RESPONSIBILITY Quality Policy	Chapter: PD 070
Issue no: 2		Page: 1(1)
Issued by A Danielson		System: Q
		Distr. code: Corporate
Approved:		Approved QESW:

QUALITY POLICY

Höganäs aims to achieve and maintain the highest product and service quality, through:

A customer-focused organisation, which understands and complies with customer, as well as regulatory requirements; Effective handling and communication in relation to customer feedback, including customer complaints;

Committed management, as well as motivated, best-educated, and trained personnel in the Powder Metal Industry;

Producing and supplying on time products of correct and consistent quality based on customer and regulatory requirements and valid specifications;

Process orientation including emphasizing continual improvement, defect prevention and reduction of variation and waste; product and process improvements through defined targets and quality goals, and;

Profitable growth also for suppliers and customers through the concept of lowest total cost.