

# Quality policy

We are passionate to create happiness by manufacturing and developing soundproof private spaces that enable productivity in workplaces. We are the forerunners in this industry and we have decided to understand customer requirements better than anyone else. We use that information together with new technologies and innovations so that we can provide an exceptional user experience. With our investments on continuous improvement and employee empowerment, we ensure that our processes have the ability to reach set targets.

## Our quality management

Our quality management system is based on the ISO 9001 quality management system standard and the best practices of Lean management.

Understanding customer requirements is essential for all development. We measure our customers' satisfaction regularly and strive to make an effective use of the information. To ensure customer satisfaction, we recognize the risks and opportunities associated with processes and develop their management.

Quality is the result of cooperation. Everyone knows their responsibilities in the value chain and are willing to develop their skills and working methods as a key factors for better quality. The preconditions for achieving the best results are created through an open and encouraging atmosphere. Leadership is the elimination of barriers of a team's success.

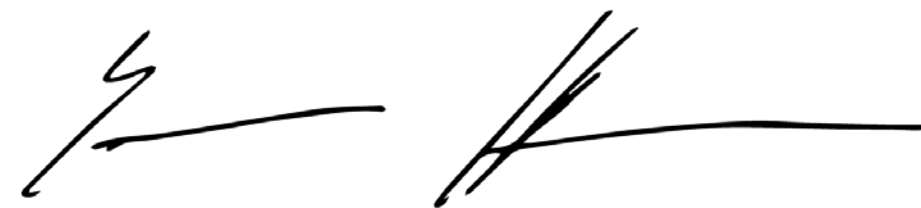
Learning from mistakes is an honour for us. We constantly gather and analyse feedback on product and service quality. Based on that information, we are able to guide development actions at the right place and at the right time. We eliminate issues by systematic problem solving and utilize information to prevent similar issues in the future.

We cooperate with the best experts in our field. Our partners and suppliers are committed to our quality principles. Developing activities to enhance quality is a common goal in our company.

## Our commitments

- ✓ Fulfilling all applicable legal requirements as well as requirements of standard ISO 9001
- ✓ Measuring customer satisfaction and take actions to continuously improve it
- ✓ Setting goals to continually improve product and service quality
- ✓ Making sure our employees are properly trained to perform their tasks according to set targets

We need everyone at Framery to commit to this policy and work together, remembering that quality is all about small development actions and willingness to learn and influence through these actions.



Samu Hällfors  
CEO

