

# POLICY

## QUALITY POLICY

### OUR AMBITIONS

It is Welltec's continued ambition that:

- Welltec's products and services comply with the highest degrees of industry requirements;
- Welltec exceeds the quality expectations of our customers;
- Welltec continuously applies processes to facilitate improvement in Welltec's quality performance;
- Welltec is positioned at the forefront of applying cutting edge technology and engineering to solve the challenges of our customers;
- Welltec has a novel and innovative approach to providing the solutions to existing challenges in our industry;
- Welltec always acts with agility, flexibility and speed to meet or exceed customers' expectations.

### HOW TO ACCOMPLISH OUR AMBITIONS

We will accomplish our ambitions by:

- Pursuing our Vision and Mission statement and by applying Welltec's values in this pursuit;
- Committing in meeting customer as well as statutory, regulatory and other requirements;
- Continuously improving the Management System and its effectiveness;
- Strive for a zero defects within planning and execution of our service and product deliveries;
- Identification and effective mitigation of possible risks to safety or customer satisfaction;
- Continued search for new knowledge to develop improvement in our deliveries and our applied technologies;
- Eliminating "*this is not possible*" from our vocabulary, when it comes to developing innovative solutions;
- Rigorously train, develop and challenge our people to perform to the utmost of their abilities;

### OUR QUALITY OBJECTIVES

We will strive to continuously achieve the following Quality Business Objectives:

#### Customer satisfaction

- WIS and WCS operations
  - **Customer Satisfaction Questionnaire >4**
- WIS and WCS manufacturing
  - **On Time Delivery > 90%**

#### Conformity to service requirements

- WIS and WCS operations
  - **Service Quality >97%**
  - **Non Productive Time < 3%**
- WIS and WCS manufacturing
  - **Manufacturing output > 70%,**
  - **Capacity Utilization Rate > 80%**

#### Conformity to product requirements

- WIS and WCS manufacturing
  - **First Time Yield > 85%,**
  - **Defects Per Unit < 10%**

#### Nonconformities and product failures identified after delivery or use

- WIS and WCS operations
  - **Incident Reporting Compliance 100%**

#### Characteristics and trends of processes and products

- WIS and WCS operations
  - **Audit finding close-out < 60 days**
- WIS and WCS manufacturing
  - **Audit finding close-out < 60 days**
- WCS manufacturing and operations

- **Subject Matter Expert compliance at Sales stage 80 > 70% of all Jobs should be in status Green**
- **WIS operations**
  - **Non Regular Performed Jobs compliance > 80%**

**Supplier performance**

- **WIS and WCS operations**
  - **Critical Suppliers Evaluation Performed > 50%**
- **WIS and WCS manufacturing**
  - **Critical Suppliers Evaluation Performed >50%**



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**Jørgen Hallundbæk, Chief Executive Officer**



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**Peter Hansen, Chief Operations Officer**



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**Kira Johnson, Chief Human Resources Officer**



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**Søren Søgaard Suhr, Chief Financial Officer**

**Date: 15 January 2020**