

# Bulten Quality Policy

Quality is the result of our performance as experienced by our customers. Ensuring the success of our customers is how we will be perceived as the most innovative and sustainable fastening solutions provider in the world.

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The following principles provide direction for the Bulten way of working:

- **Customer focus;** we listen to our customers to understand their needs and build trust by providing products, services and solutions that meet or exceed their expectations.
- **Management commitment;** as leaders we continuously walk the talk and show with personal engagement the importance of providing best possible quality in everything we do.
- **Process driven culture;** we develop and continuously improve efficient processes with an end to end perspective.
- **Right from me;** we take personal responsibility to increase customers', colleagues' and partners' satisfaction with a pro-active approach based on continuous improvements. It's each employee's responsibility to notify manager about any quality deviation identified and to ensure that potential quality deviations not will be passed on to next step in the process.
- **Systematics;** we apply best practice tools and methodology for both up-front quality assurance (APQP) and problem solving, with a six sigma mindset to zero defects.
- **Efficient supply chain;** we support and develop our suppliers, logistic providers and transporters to ensure the highest possible quality in the whole supply chain.

By continuously improving our quality management system and adopting a process management approach, we enhance the quality performance of Bulten. These fundamentals shall give Bulten a competitive advantage and contribute to being a long-term reliable partner to all our customers.

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**Anders Nyström**

President and CEO Bulten AB, (publ.)