

QUALITY COMES FIRST!

Since quality is one of Oxeon's watchwords shall the company in this area, be ranked as the global leader in tape- and tape weaving of carbon fiber. This is achieved through customer focus that's based on the management's commitment and participation by all together with a process culture.

Customer Focus

Quality is a measure of our performance from the customer's point of view. The company's success in the market depends on the ability to:

- Understand and meet customer's needs
- Exceed customers' expectations

To achieve this, we must be better than our competitors. That in turn requires that we listen to our customers and based on their views, planning continuous and sustained improvement in our operations.

– **We are curious!**

Leaders Commitment

All leaders must clearly demonstrate its commitment to quality by:

- Set clear goals, move from words to action; we must be able to quantify, measure and deliver;
- Develop the skills of all employees, give employees the opportunity to achieve their goals and delegate authority and responsibility as far as possible
- Base your actions on facts, on a holistic view of the business, and with a long term perspective

– **We are respectful**

Employee Engagement

All employees in Oxeon AB and its subsidiaries:

- Should be able to understand their own role and take responsibility for the quality of their work;
- Should have a well-founded and consistent picture of the targets to be achieved and the desired results;
- Expected to contribute actively, in cooperation with others, to achieve the company's objectives

– **We are DOERS!**

Process Culture

We shall identify, document and continuously improving our processes by:

- Aim to achieve maximum customer value and perfect products and services;
- Determine, work towards and monitor our performance against measurable process targets
- Comparing ourselves to others and learn from the best