

Quality policy:

- Our main goal is to perform “first time right”. To ensure this we register and analyze internal rejects and maintain an outgoing quality control. We monitor our processes to find and implement improvement potentials.
- All products are designed, produced and tested according safety standards and on functionally. In the unlikely case that a product fails, we use a structured RMA process to analyze, repair and return the product to the customer. We measure the satisfaction of our customers annually.
- We are using clear process descriptions. All documentation for products and systems is kept up to date. Continuous improvement is daily task for all employees. We maintain workmanship standards by training our employees on a regular basis. Trainings will be conducted according to a training plan.
- We work with reliable suppliers, who have signed a quality contract with SFC Group. We monitor the performance of selected suppliers, by using a vendor rating system. We inform our suppliers and maintain an active quality collaboration with our suppliers.
- Processes are reviewed during annual audits, target is zero major non conformities. We periodically inform the organization about the quality performance and improvement actions.