

Neles Quality Policy

Purpose of the document and description of the policy

The foundation for our Neles Quality Policy and everything we do is built on our Mission and Values. We are all responsible for Quality.

Document type:	Document owner:	Reviewed and approved by:
Neles Policy	Aniitta Seppänen	President and CEO
Approved:	Validity period:	Complementing documents:
14.1.2022	1 year	None

Main changes to the previous version

Quality Policy is tailor-made for Neles, it is aligned with our values, mission and strategy.

Our mission

We provide market leading expertise, products and services,
to add the most value to our customers.

Our values

Customer success is our success
We strive for better together
We build and share expertise
We keep our promises

This means that together we

- Strive to continuously improve our management system in order to provide products and services to our Customers which effectively meet or exceed their expectations for quality, safety, performance, delivery, sustainability and value
- Work to better understand our Customers' and Stakeholders' expectations and business needs because we believe in honoring our commitments
- Actively identify and mitigate risks that can affect our ability to meet our goals and objectives as well as identify opportunities that help us to achieve and exceed our targets
- Consistently follow required procedures and agreed upon guidelines