



## QUALITY-POLICY

### Declaration of Quality

HRC is committed to deliver high quality products and services in accordance to the customer's expectations and demands. The company is a quality service company where the customer is in the centre of all activities.

HRC is focused on simplicity, efficiency, flexibility and continuous improvement efforts within all our activities.

HRC is using quality assurance as a tool to secure that all essential activities are planned, executed, and continuously monitored and improved. This is described in our Quality Assurance manual. The quality system ensures that HRC works continuously to increase customer satisfaction and optimal resource allocation.

#### Responsibilities:

The management of Headed Reinforcement Corp is committed to comply with requirements of the quality management system and continually improve its effectiveness.

This policy and the Quality Objectives are evaluated yearly and communicated to all personnel within the HRC organisation. All personnel are expected to be familiar with and able to carry out their work in accordance to our quality system.

#### Quality Objectives of HRC

The following quality objectives are defined for Headed Reinforcement Corp:

- No justified customer complaints related to the quality of our products.
- No justified customer complaints related to wrong or late delivery.
- All incidents are evaluated for potential improvements.

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Lisette Berg  
President/Managing Director