

Policy

5.2.1.0 Kvalitetspolicy

The document is handled by the CEO

Tramo-ETV AB manufactures and markets transformers, power supplies and chokes. Our quality work is based on the approach "to do the right thing from the start and keep our promises".

Our aim is to meet our customers' demands on a daily basis for:

- Product quality: This is achieved by following up on internal and external complaints and by being responsive to customers' comments and acting on them, if the conditions are right.
- Delivery reliability: We achieve this by following up on delivery precision.
- Service level and availability: We achieve this by having generous opening hours and knowledgeable staff on site.

Our work will be characterised by renewal and openness. We will listen, understand and carry out our mission so that customers' expectations are met and that they choose us as a supplier again. We achieve this by measuring "customer loyalty" and analysing external complaints and letting them guide our actions.

We will work for continuous improvements in the quality management system and take responsibility for ensuring that our products meet legal requirements. In this way, we also take responsibility for the people inside and outside the company. Our guiding principle is our quality handbook, based on ISO 9001:2015.

Through routines for updating norms, we achieve compliance with legal requirements and through regular staff discussions, the staff's "well-being status" is determined.