



## Quality policy

### 1. Purpose and objective

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This Quality policy is a statement about Mobile Climate Control's (MCC) view on quality and how we should act related to this issue.

Our overall objective is to have zero defects and 100% customer satisfaction.

### 2. Policy

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We know and understand that we continuously need to improve and develop our ability to fulfill our customers' expectations for defect free products and services delivered in time in order for our company to be the No 1 global supplier of HVAC-R-systems.

Our work with Quality is based on our employees having an open mind and assuming ownership of the actual situation as well as working in accordance with our core values:

#### **Respect to build trust**

- We work according to established laws, rules and applicable standards
- We work to clarify and quantify our customers' expectations in order to fully understand the requirements
- We work in a systematic way and integrates the quality work into our daily work
- We have efficient systems for surveillance, measurement and evaluation

#### **Innovation to assure development**

- We continuously gather information and increase our knowledge in quality matters
- We continuously and systematically improve our processes and products

#### **Courage and Action to enable movement**

- We actively push the quality aspects upstream in our supply chain
- We have the courage to continuously challenge our ways of working and thus extend the limits for what is possible to achieve.