

## Quality Policy

### Focus on customers

we are fully committed to provide our customers with service and equipment of unrivalled safety, quality and reliability. By applying our unique knowledge, innovative technology and proactive service attitude, we earn the trust of our customers.

Everything we do is aimed at creating value for our customers and improving the safety and productivity of their operations. Thus, we're not just lifting things but entire businesses.

### We are committed to the following objectives:

- Take personal responsibility for quality in everything we do.
- Strive for zero defects and zero safety incidents.
- Sustainably deliver right first time and meet our customer's and stakeholder's requirements.
- Constantly improve customer experience with our products for both service and equipment.
- Meeting or exceeding applicable legal and other requirements and obligations.

### How we reach our objectives:

- We lead and engage our people to be better every day. Each employee has a responsibility to focus on customer and stakeholder needs. With our Business System and Lean Operating System – the Konecranes Way—we implement world-class operation processes with common lean principles such as “Right From Me” and “Right First Time”.
- We develop our equipment and service offering based on the deep understanding of our customers' experiences, processes and operations.
- We continuously learn from deviations and non-conformities. We use systematic improvement methods to improve quality throughout all our operations and activities.
- We set defined targets and use measurable performance indicators that are made visible to our personnel.  
Our key indicators are safety, customer satisfaction, customer nonconformities handling, product quality, on-time delivery and vendor quality.
- We focus on risks and opportunities along our process chain and work to eliminate the risks and leverage the potential from opportunities.
- How do we know we have satisfied customers? We ask them! Communication with our customers is vital to ensure focused quality development throughout our company.

Quality in everything we do - Do it right the first time!

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