

## Quality Policy statement

### Focus on customers

In our company we have a strong commitment to provide our customers with service and equipment of unrivalled quality, safety and reliability. By applying our unique knowledge, innovative technology and responsive service attitude, we earn the trust of our customers.

Everything we do is aimed at improving our customers' performance; namely through improved safety and productivity. Thus, we're not just lifting things but entire businesses.

### Our key quality objectives are:

- We want our customers to know that we offer the best service in the industry
- We want our customers to know that we provide state-of-the-art technology
- We want our customers to know that we strive for zero defects and zero accidents

### How we can reach our objectives:

We take quality personally. In our everyday work, each employee of our company has a responsibility to focus on customer needs.

We develop our equipment and service offering with a deep understanding of our customers' processes and operations.

We pursue continuous improvement of quality throughout the whole delivery chain. Quality audits of our operations, supplier audits and Lean Six Sigma are examples of systematic improvement methodologies.

We set defined targets and use measurable performance indicators that are made visible to all personnel. For us, key indicators are safety, customer satisfaction, delivery punctuality and product quality.

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.

Panu Routila  
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July 2017