

## **Quality policy for Oden Control AB**

Oden Control AB manufactures and sells electrical actuators, with assembly kits to dealers and end customers around the world.

All actuators are manufactured according to strict requirements from power plants, the Navy, paper and pulp mills and other types of process industries.

### **quality**

All electrical actuators, spare parts, assembly kits, or spare parts manufactured, shall be tested under lifelike conditions and well documented for future traceability. 3D drawings are available for all assembly kits and other applications, so that they can be manufactured in the future if necessary. We use industry standards in all manufacturing to meet customer demands.

The Oden actuators have ISO F standards for easier installation to different valves and mounting kits with ISO F standard.

### **reliability**

As a supplier to industry worldwide through retailers, valve manufacturers and directly to many end customers, all work and processes in our business shall be carried out with promised high quality and within the agreed time. Also applies to deliveries.

### **trust**

We will offer and deliver products and services that correspond to the customer's and authorities' requirements. We have detailed knowledge of our products as well as good knowledge of its applications and maintenance. The customer should feel safe and be able to come to us with questions, if problems arise. We work with zero strategy in production, which means that we try to reduce all quality problems to zero level. However, if the customer still encounters problems with our products, we will try to help the customer to the best extent within a few days. The customer should be able to get help with telephone support or internet support with online contact with the actuator. Defective actuators can also be sent to us for examination. Retailers are trained for our products and they should also be able to help customers if needed for technical support or service.

### **responsibility**

Quality is everyone's responsibility. Both management and employees with us and retailers, always focus on meeting the customer's requirements. The customer is important to us. All customers, large and small, are guaranteed good service with high quality.

### **customer service**

We will always offer professional and fast customer service with technical support.

### **Continuous improvement**

We will constantly improve our quality and performance through, among other things, competence development of all staff, continuous evaluation of all our important processes and the efficiency of our management system. End customers should be offered courses for better knowledge of our products and thus prevent the user from having problems with the operation caused by our products.

