



# Electric Motors International APS

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## Quality Policy for Electric Motors International Aps

**Effective Date:** 06/05/2019

**Reviewed On:** 06/05/2024

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### Policy Statement

At **Electric Motors International Aps** we are committed to delivering marine motors and related equipment of the highest quality to meet the demanding needs of the marine industry. Our focus is on ensuring operational reliability, efficiency, and safety while exceeding customer expectations.

We strive for continuous improvement and compliance with all applicable international quality standards, fostering a culture of excellence and innovation across our operations.

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### Scope

This policy applies to all aspects of our business.

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### Our Commitments

#### 1. Customer Satisfaction

- Understand and meet the specific requirements of our marine industry customers, ensuring timely delivery of products that meet or exceed expectations.
- Provide responsive and efficient customer support to address inquiries, issues, and feedback.

#### 2. Product Quality and Reliability

- Manufacture marine motors that comply with international standards such as ISO 9001 (Quality Management Systems), IMO (International Maritime Organization) regulations, and classification society certifications (e.g., ABS, DNV, Lloyd's Register).
- Ensure all motors are rigorously tested for performance, durability, and compliance with environmental standards (e.g., energy efficiency and low emissions).

#### 3. Continuous Improvement

- Continuously improve our processes, products, and services through innovation and employee engagement.
- Use data-driven decision-making and quality metrics to monitor and enhance performance.



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## 4. Compliance and Integrity

- Maintain full compliance with all relevant national and international regulations and industry standards.
- Uphold ethical business practices in all operations, ensuring transparency and accountability.

## 5. Employee Competence and Engagement

- Train and empower employees to take ownership of quality in their roles, promoting a culture of quality awareness and accountability.
- Foster teamwork and communication to identify and resolve quality issues promptly.

## 6. Supplier and Partner Alignment

- Collaborate with reliable and qualified suppliers who share our commitment to quality.
- Monitor and evaluate the quality of materials and components sourced to ensure consistency and compliance.

## 7. Risk Management

- Identify and mitigate risks that could impact product quality or customer satisfaction.
- Implement robust quality control measures throughout the supply chain and production process.

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## Objectives

To realize our commitment to quality, we set measurable objectives such as:

- Maintaining a customer satisfaction score of **95% or higher**.
  - Achieving a defect-free product delivery rate of **99% or higher**.
  - Reducing manufacturing downtime and non-conformities through preventive maintenance and process optimization.
  - Achieve an **on-time delivery rate of 98% or higher** for all orders, ensuring timely availability for marine operations.
  - Provide **annual quality training to 100% of employees**, including updates on compliance standards, quality control techniques, and customer service.
  - Ensure that **100% of critical suppliers** are evaluated annually for quality, reliability, and compliance with company standards.
  - During regular risk assessments, identify and address **100% of potential quality risks** in production and supply chain processes.
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## Responsibilities

- **Management:** Provide resources, leadership, and oversight to implement and maintain the quality management system effectively.
  - **Employees:** Adhere to quality procedures and actively participate in initiatives to improve product quality and customer satisfaction.
  - **Quality Assurance Team:** Conduct audits, inspections, and testing to ensure compliance with this policy and applicable standards.
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## Monitoring and Reporting

- Conduct regular internal and external audits to evaluate compliance with the quality management system.
  - Publish periodic quality performance reports to track progress and identify areas for improvement.
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## Policy Review

This policy will be reviewed annually or as required to reflect changes in business needs, customer requirements, or regulatory updates.

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Electric Motors International APS