DOCUMENT CLASSIFICATION
Unclassified

Approved by
Management Team

Approval date 1/12/2021

Version 1.1

Teleste Group Quality Policy

1. Purpose and Scope

The purpose of this policy is to provide with a framework to ensure that our products, services and operation fulfil our customers' expectations and support their long-term revenue and profitability. This policy shall be applied globally in all Teleste sites.

2. Commitment and aspects of quality

We are committed to the quality of our products, services and operation. Our operation is based on understanding customer needs and requirements and taking them in to account.

The most important quality aspects are

- Product performance and features
- Product reliability, usability and serviceability
- Delivery accuracy and short lead time
- Effective and efficient customer support
- Conformance with statutory and regulatory requirements and standards

Quality targets are set based on quality aspects and therefore support fulfilling customer expectations. Results are reviewed quarterly by Teleste's management team. Teleste embraces continuous improvement: To ensure our competitiveness, efficiency and profitability, we develop our processes and practices every day. We aim to be the quality leader in our industries.

3. General foundations for assuring the quality

- We value long-term relationships and collaborative continuous improvement with our customers and suppliers.
- We monitor our performance against our targets in order to maintain the satisfaction of our customers.
- We value well-working End-to-End processes and avoid partial optimization.
- We review our quality system and related processes periodically to ensure that they are effective and serve their purpose the best.
- Suppliers are evaluated to ensure their alignment with Teleste quality aspects.
- All our products and solutions are tested and validated before releasing to manufacturing.

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- All our products are tested before delivery to customers.
- We prefer preventive quality work to remove the chance for errors.
- We resolve quality incidents to prevent reoccurrence.
- We educate our employees to ensure awareness in quality.
- We have implemented practices to ensure employee skills and development of skills.

For receiving further information and guidelines concerning Quality Policy, please contact Quality Director Toni Hurme.

Owner: CEO