

Quality Policy

Quality is a core value for Komatsu Forest. We shall strive for the best quality products and services in the business. This will be achieved by a decisive and determined leadership, continuous improvement and by participation of all employees.

Komatsu shall fulfil requirements set by society and authorities and continuously strive to exceed customer expectations.

Customer Focus

Our customers form the perception of our quality. To continuously improve our quality, we must be attentive to our customer's needs, act proactively, give correct information in a timely manner and perceived swift and decisive in action.

Leadership

All leaders shall show a strong commitment to Quality by:

- Setting clear, visible targets.
- Developing the competence of employees and enabling them to participate in the quality process.
- Base decision of actions on facts.

Continuous Improvement

We shall document and continuously improve our processes by:

- Striving for highest possible customer value.
- Maintaining fact based activities by eliminating defects in a timely manner.
- Assess our performance and learn from others thru Benchmarking.
- Cooperation with suppliers and partners in order to leverage on the combined knowledge base.

Participation by all employees

Every employee within Komatsu Forest shall:

- Understand the need for swift and relevant communication in a timely manner.
- Understand his or her role and the need to perform to the highest quality level and work performance
- be given the training and authority needed to take responsibility for his or her work.
- Actively contribute to fulfilling the quality objectives.

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