
Prosess	Flokk / Quality / Policies Quality
Godkjent dato	29.01.2019 (Patrik Röstlund)
Endret dato	29.01.2019 (Kjersti K. Kildal)
Gyldighetsområde	Flokk

Dokumentkategori	Policy
Dokumentansvarlig	Kjersti K. Kildal

Purpose

Our long-term ambition to become the preferred partner and leading supplier of office chairs worldwide, based on the motto of being “different and better”. We will achieve this by continuing to uphold a high focus on the quality of our products, processes and service in order to deliver the best possible quality to our customers.

Scope

Policy applies to all employees in the Flokk Group and any subsidiaries. This policy is periodically reviewed and updated.

Owner

Group Management has the overall responsibility to ensure that this policy is complied to, communicated and implemented throughout Flokk, and to ensure sufficient resources to achieve our objectives within strategic direction.

Content and description

Flokk will, as certified ISO 9001 company, sustain our position as a leading supplier of quality office furniture through an integrated quality management in all our processes and throughout our value chain from design, purchasing and production to sales and the delivery of our products to customers and users.

We continuously strive to improve our processes in order to meet and exceed our customers' - and all other relevant stakeholders' expectations, requirements and needs. We commit to conform to actual requirements and continue to improve the effectiveness of our integrated quality management system. The improvement process is regularly monitored in Business reviews and communicated through defined Key Performance Indicators with belonging activity plans.

Flokk is dependent on the contribution and knowledge of its employees to fulfil our quality policy. We encourage initiative, creativity and accumulation of knowledge together with a high level of personal loyalty from all employees.

We strive for a customer experience that is the most competitive balance between price and quality in order to strengthen our market position.