

QUALITY POLICY

OUR CUSTOMERS CAN RELY ON US

The customer's trust in us and our products lies at the heart of our operations. It is important to us that every delivery and all contact with the customer encourage the customer to value collaboration with Loyal and to enter into a long-term customer relationship with us. We want to meet and, wherever possible, exceed the customer's requirements.

WE STRIVE FOR "ZERO ERRORS"

High product quality is an essential precondition for our operations. It is achieved through professional engineering and purpose-designed materials and working methods, and is ensured through sufficient inspection. Our aim is to comply with the "zero errors" principle in each of our processes.

Product safety is the most important factor when it comes to the technical quality of a product, and therefore we inspect every product against the applicable electrical safety norms for the product's application.

The customer's individual needs form the basis for our operations. Deliveries take place in accordance with agreements and we respond to any non-conforming products rapidly. We aim to identify the root cause of the non-conformity to prevent reoccurrence.

WE INVEST IN CONTINUOUS IMPROVEMENT

We want our staff to be motivated and committed to continuous improvement. We train our staff in quality matters so that every Loyal employee knows their responsibilities and targets. We also emphasise the significance of every employee and their active role in the continuous improvement of operations.

Loyal Oy's management is committed to the continuous development of operations and to outlining prerequisites for the achievement of set targets. We want quality to be seen as a comprehensive issue that applies to all of Loyal's operations, and that's why we assess the functionality and efficiency of our management system through monitoring and measurement, and use this to improve our operations. We believe that good results are a consequence of good action.

WE VALUE FUNCTIONAL RELATIONS WITH OUR SUPPLIERS

We want to create long-term, functional relationships with our suppliers, but we also require our suppliers to comply with the quality requirements that we have set for ourselves. We assess suppliers' operating ability thoroughly before approval, and regularly evaluate compliance with our requirements.

In Loviisa, 11.3.2021


Thomas Stendahl
Managing Director