

Quality policy

Our mission is to create, manufacture and sell state-of-the-art automotive safety systems and components.

Our policy is to achieve sustained and profitable growth by providing products which consistently satisfy the requirements, needs and expectations of our customers.

We strive for:

- overall customer satisfaction with zero-defect quality, 100% on time delivery and highest value products
- operational excellence, innovation spirit and continual improvement of our products and processes

We will achieve this by:

- communicating and understanding our external and internal customer requirements and ensuring that they are fulfilled
- maintaining our QMS in compliance with IATF 16949 requirements and continuously improving its effectiveness, respecting Autoliv and Norma standards
- encouraging a culture of continuous improvement by implementing APS and Q5
- realizing of established objectives
- providing resources and tools needed to support improvements
- involving our supply base in our improvement activities
- developing our employees' skills, knowledge and creative potential
- applying the team approach to defect prevention and problem solving
- reducing of non-added-value activities, not allowing variation and unnecessary waste

The quality policy is regularly evaluated by the Top Management for continuous suitability. The implementation of our quality policy will ensure our customer satisfaction, success of Norma and welfare of our employees.



P.Siimon
Managing Director

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