

QUALITY STRATEGIES

SPM QUALITY is obtained by:

- Focusing on the customer and giving priority to total operational quality within all business areas.
- Investigating and satisfying the needs and expectations of our customers, and showing understanding of those needs and expectations.
- Guaranteeing that the design of the products fulfils the customer's requirements with regard to characteristics, performance, safety, etc.
- A staff that, in a professional and efficient way, co-operate with each other to achieve the mutual goal of a satisfied customer.
- Controlling and organising all business areas towards measurable goals and simultaneously giving competence and responsibility to the staff.
- Developing products that well satisfy the customer's expectations while being suitable for efficient and economical production.
- Selecting manufacturing methods which, with suitable tolerances, give results that meet specifications.
- Selecting, supporting and controlling our suppliers so that purchased equipment meets the intended quality requirements.
- Marketing products and services that well satisfy the needs of our customers and that promote future business opportunities.
- Giving priority to preventive quality measures and correction of inadequacies on a system level.
- Only supplying and delivering products and components conforming with stated requirements.
- Delivering products and services in accordance with agreement, in the correct way and on time.
- Guaranteeing a service readiness focused on the customer and feeding back the market reactions as a basis for continuous improvement.
- Quality activities controlled by means of a quality assurance system in accordance with the international quality standard ISO 9001, and ATEX directive 94/9/EC.



SPM



GUIDELINES FOR THE QUALITY ACTIVITIES

SPM Instrument AB

PREFACE TO THE SPM QUALITY PROGRAMME

Our quality assurance system is characterized by six important guidelines:

- **The customer in focus**
Only our customers, internal as well as external, can judge whether we have fulfilled our task in the best way. It is not sufficient for us to satisfy their clearly expressed requirements - we must have a continuous sensitivity to enable us to satisfy even their implied expectations.
- **Preventive activities**
In all senses it is expensive to correct faults. The later a fault is discovered and the need for correction identified, the greater are the efforts required to achieve correction. We can never achieve total quality by continuously correcting faults, but only by ensuring that the fault do not occur in the first place. We therefore must concentrate our quality approach on the preventive activities.
- **Zero errors and continuous improvement**
A level of error is never acceptable. There are always more efficient ways to run a business than to allow even the smallest error to occur. The expectations on us are changing - and increasing - all the time. We can reduce existing levels of error, and come closer to zero errors by continuously seeking improvements. Our search for improvement must never stop - there is always room for it.
- **Safety, reliability and environmental aspects**
Our products are used in areas where high safety and reliability demands apply. We shall ensure that all products, including documentation and services we supply, are as safe and reliable as can be expected. We shall also ensure that, during manufacture, use and later, they shall be as environmentally harmonious as can be expected.
- **A responsibility for everyone**
Everyone shall have the necessary conditions to carry out their work in the correct way. All of us have a personal responsibility that, in co-operation with others, we obtain the correct quality. The extent of responsibility for quality is far reaching. Our suppliers shall be an integral part of our quality system - as part of SPM in so far as responsibility for the quality of their work and supply and as customers regarding our supply of full and correct information relative to their work.
- **SPM - a company for the future**
We create an information flow which assists us to continuous development by responding to the market trends in an active way and even by helping to direct market trends. This development improves the conditions for a more efficient business with less costs for material and energy. This in turn results in a stable company with confident personnel and satisfied customers.

The quality initiatives within SPM Instrument AB are fully and actively supported by the management. To achieve the main goal of a SATISFIED CUSTOMER, WHO COMES BACK, it is a requirement that all SPM colleagues follow the guidelines in the quality manual.

Strängnäs the 21th of February 2006


Stefan Lindberg

The SPM QUALITY Policy

**The SPM QUALITY Policy
has as its main goal:
A SATISFIED CUSTOMER,
WHO COMES BACK.**

THE SPM QUALITY system shall:

**Be a part of the company's basic
business philosophy.**

**Demand total quality in all areas
from all personnel.**

Exceed the customer's expectations.

**Contribute to the profitability of the
company and its customers.**