

Quality policy and quality principles at Dana Lim

Quality policy

Dana Lim A/S's overall strategy is to be the most agile and customer-oriented supplier in the markets we choose to enter. Quality assurance is a cornerstone of Dana Lim's DNA; our aim is to maintain our customers' loyalty and satisfaction, which we will do by:

- Delivering goods that live up to what was agreed
- Delivering consistent product quality
- Maintaining a high reliability of delivery; the right quantity of goods delivered on time
- Providing a high level of customer service - both commercially and technically

Quality principles

Dana Lim A/S's quality system is based on ISO 9001 while also being adapted to the company's daily operations and internal quality requirements, which are largely met by having qualified and committed employees.

With a view to meeting the objectives of our quality policy, our quality assurance efforts include the following:

Measurements

- Following up on delivery capabilities
- Following up on complaints
- Following up on rejections
- Following up on production and laboratory inspections

Professional quality

- To ensure our employees are qualified and motivated, we follow up on seniority, sick leave and occupational injuries, supplemented with well-being analyses.
- Dana Lim has a thorough recruitment and training process which ensures that our employees possess the necessary qualifications to deliver high-quality work.

Quality

- We are continuously engaged in maintaining and improving quality by holding weekly quality meetings and annual internal quality audits.
- Quality assurance is to a large extent integrated into the daily tasks, while the overall responsibility lies with the individual department head.
- To ensure the product quality remains consistently high, our production methods are described and controlled. Furthermore, all products undergo one or more quality controls to ensure that they meet quality requirements.
- The department heads are supported by a Quality Coordinator who establishes the administrative guidelines for the quality system and supports the department heads with the administrative management of this system.
- Dana Lim seeks long-term collaborations with suppliers who have a similar approach to quality and who have proven their worth in practice.



Lars Christensen, CEO
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