

## Quality Policy

Icomera is a fast-growing company working in a fast-changing environment with innovative and complex technology and many large clients around the world. Keeping quality in focus at all times during these conditions is a challenge we are ready to accept.

We shall ensure we are compliant in our operation, delivery and products to all regulations, contracts and applicable standards. We shall always improve and standardize our processes to ensure high quality operations and development.

To succeed in this area of business we shall also follow these mindsets:

- Work proactively and try to anticipate problems before they occur.
- Understand that the aspect of time is also a factor for quality. 80% of something is better than 100 % of nothing.
- Individually take responsibility and be accountable for errors and making improvements. Such errors or improvements shall be documented to ensure tracking and follow up.
- Be clear, concise and consistent. Be especially clear when assigning responsibility in plans, minutes and reminders.
- Do not maintain the same information in more than one place. Prefer explicit references to source material, with only minimal quotations.
- Avoid duplication of effort. Instead, do things correctly the first time and assign responsibilities so that no two staff are unknowingly working on the same task.
- Automate where it is possible to gain efficiencies, save time and prevent errors.
- Correct root causes instead of repeating temporary/short term fixes over and over again.
- Pick up “dropped balls” immediately. If it is not possible to pick it up, notify the suitable people that the ball has been dropped.
- Always aim to become better and improve ways of working effectively and efficiently without compromising quality.
- Create easy to use processes to help us with important cross- department/area tasks. The processes shall help us do the right thing and prevent errors from happening.

## Document Information

<b>Document Classification</b>	Public
<b>Document Type</b>	Policy
<b>Author</b>	SVP Quality, Sustainability, Information Security
<b>Approved By</b>	Global Management Team
<b>Version</b>	2.0
<b>Approved Date</b>	2020-08-26
<b>Last Review Date</b>	2020-08-26

## Revision History

<b>Date</b>	<b>Version</b>	<b>Comment</b>
<b>2020-08-26</b>	2.0	Complete update of the quality policy
<b>2020-09-03</b>	2.1	Language improvements.