



**2018**

## **QUALITY POLICY**

Quality is our commitment, in every product we sell and every service we perform.

Through experience, routines, education, communication and teamwork DFS pledges to always meet or exceed our customer's demands.

Excellent service, unwavering customer focus, reliability and our ability to adapt will allow us to acquire the role of being the leading ship supplier in Scandinavia.

Petra Hansson, CEO

### **OUR OBJECTIVES**

**Establishing long term, mutually beneficial, relationships with both clients and suppliers**

**Serving one-time customers with the same passion as we would anyone else**

**Continuously evaluating, reviewing and discussing processes and decisions**

**Promoting different ways our customers can give us feedback**

**Making sure every employee stays informed, engaged and committed to our quality policy**

**Keeping the subject of quality as a permanent topic of discussion on management level**

**Doing all in our power to ensure our business partners uphold or exceed the same requirements of service, reliability and customer focus that we put on ourselves**

#### **AB DFS**

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