

Purpose

The quality policy describes NCAB Group's overarching position on delivering PCBs for demanding customers, on time with zero defects and at the lowest total cost.

Scope

All personnel at NCAB.

Responsibility

Every person within NCAB Group is responsible for ensuring product and service quality, through acting in accordance with the Quality Policy to make sure NCAB Group becomes "The Number 1 PCB producer wherever we are".

NCAB's management team are responsible for ensuring the right competence and resources are allocated within their areas of responsibility in order to ensure work is carried out in accordance with this policy.

The owner of this policy is the COO.

Description

Policy statement:

Quality Policy

NCAB is committed to creating added value for our stakeholders. We shall always strive to supply a sustainable product on time with zero defects and at the lowest total cost.

We shall always seek to identify and eliminate all kinds of risks before they occur:

- Through improving the performance of our factories and suppliers through continuously measuring quality performance and delivery performance. The information collected is used for improvement planning and follow up.
- Through our management system we continuously evaluate, adjust and follow up in order to develop all internal processes within NCAB.

Process overview:

To meet this commitment, NCAB shall follow our strong common values and quality first business culture that is key to aligning our global business and integrating a sustainable mindset in our everyday decisions. As part of this commitment:

- This quality policy shall be implemented through a comprehensive business management system and that the effectiveness of this system is regularly reviewed to ensure that we achieve the demands of our stakeholders.
- The CEO shall ensure that policy compliance reviews are undertaken annually as part of the NCAB Group management review process and in accordance with NCAB's corporate governance policy, with findings communicated to the Board of Directors via a self-assessment report.
- Reporting on quality related aspects shall take place annually as part of the NCAB Group management review process, with findings communicated to the Board of Directors by the CEO.
- NCAB shall operate with compliance to quality management system requirements, applicable product standards and any necessary regulations. This shall be evaluated through internal audits and assessed through our annual external certification audits, as scheduled by the COO.
- The Group Function and Management teams shall be responsible for ensuring that policies and routines are communicated and implemented effectively so that any risk to product or service quality shall be detected and acted upon as necessary.

- Performance data is gathered and presented as per the agreed demands and as outlined in Quality Goals (document 5.4.2). This data relates to the key performance indicators of the processes within the high level process map shall be used as the basis for performance improvement planning.
- Records and documentation relating to all aspects of performance and supply are stored in accordance with NCAB routines.
- Ensure that all personnel within NCAB have the necessary training, education and competence in order to carry out their tasks in accordance with expectations and applicable demands.
- NCAB's management team are responsible for ensuring, within their areas of responsibility, that every employee is aware of the management (ISO) system and through understanding of the high level process map, understands the context of the organization and their influence upon the overall process.

Accountable documents

NCAB Group Sustainability Report
4.0 Operation manual
5.3.3 NCAB Values
5.4.2 Quality goals
5.6.1.1 NCAB Group management review template

Attachments