

INSTRUCTION

Quality guidelines

DUSTIN GROUP

Document Information

Policy Holder (name and title)	Thomas Ekman, President & CEO
Related documents	

Distribution, Confirmation and Implementation

This guideline shall be distributed to the following groups of persons and shall be confirmed in accordance with the table below.

Confirmation required for this policy	Read	Implemented
GMT	X	X
All Managers	X	X

By confirming that the policy document has been **READ**, the recipient acknowledges having read and understood the contents of the policy.

By confirming that the policy document has been **IMPLEMENTED**, the recipient

- has informed all pertinent persons within his/her respective unit of the contents of the policy
- has established a process to ensure that the principles and the minimum requirements of the policy will be followed within his/her respective unit



Quality guidelines

Introduction

Dustin quality guidelines consists our core business principles and commitment to drive the business in a high quality manner. The quality guidelines provides guidance on what quality is for Dustin and how we shall develop our processes and offerings to be compliant with our long term vision.

The guidelines apply to all employees, in-house consultants, officers and board members of Dustin Group, in all markets and at all times.

Our quality guidelines

The purpose of the instruction is to provide guidance and to make sure all employees have a shared view on what quality is on Dustin and how to act according to it.

Customer focus



Quality is based on how well we manage to deliver on our promises. The quality development is defined on how well we align our processes to meet communicated promises.

Common goals



All employees in Dustin shall be aware of Dustins strategical goals and how their work contribute to deliver on it, this to help eliminate waste and utilize resources in the most efficient way.

Participation



Processes and ways of working shall be challenged by all employees in the organization to assure that we are always working in a way that creates the highest value for our stakeholders. Dustin have a strong entrepenour culture, dedicated people in the company shall make sure that this culture is maintained as we grow to secure that we keep agile and focus on customer centric value creation.

Guidance, Compliance and Reporting

If you have any questions regarding this instruction, please consult with your immediate manager or the Head of Business process management.

Updates and Reviews

This guideline document shall be reviewed and updated annually or as needed based on the recommendations of the Head of Business process management.

