

INSTRUCTION

Quality Policy

DUSTIN GROUP

Document Information

Policy Holder (name and title)	Thomas Ekman, President & CEO
Related documents	Quality Management System Guidelines

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
Leadership Team	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

Versions

This policy has been updated since implementation and the most important changes are listed below.

Version	Major changes since last version
2019:1	Clarification of quality process including Target Management and PMO and general review.



Quality Policy

Introduction

Dustin is a large reseller delivering a high volume of products and services every day, therefore reliable, efficient and high-qualitative processes are essential to be able to deliver on our customer expectations.

The purpose with Dustin Quality Policy is to provide a shared view of Dustin's principles in the Quality Management System and how to act according to it. The policy also provides the most essential parts of Dustin's commitment related to quality.

Our Commitment

Fast and high-quality deliveries and high customer satisfaction are two of Dustin's most important focus areas and therefore the main processes order-to-cash and procure-to-pay have extra attention when it comes to the quality work within Dustin. This requires all employees (including in-house consultants) to be engaged and understand their responsibility and to be empowered to take action in order to secure high quality in our main processes.

Our Elements

To sustainably create value and to effectively and efficiently build trust, Dustin have special focus on following elements:

Customer Focus



Our operations have a customer based approach and customer impact should be considered in all processes, events and changes. Quality is based on how well we manage to deliver on customer expectations. Customer satisfaction are measured by Net Promotor Score (NPS) and is followed up on a monthly basis.

Common Goals



We should be aware of Dustin's strategical goals and how our work contribute to deliver on them, this to help eliminate waste and utilize resources in the most efficient way. Department goals should support the strategic goals. Department goals are aligned in the Target Management process.

Specific quality goals and objectives are determined and monitored on a monthly basis.

Participation



Processes and routines should be continuously improved to ensure that we are working in an efficient way that creates high value for our customers and other stakeholders. Dustin have a strong entrepreneur culture and dedicated people and Dustin shall encourage this culture so it is maintained as we grow to secure that we keep agile and focus on customer centric value creation. Dustin management should encourage participation and promotion of quality responsibilities amongst all employees through standards, training and coaching, supervision and effective communication.



Strive to improve

Dustin is growing fast, both organically and by acquisitions and that leads to new and more complex processes, departments, stakeholders, entities and markets.



To be able to maintain the role as a competitive player on the online market, we need to continuously challenging ourselves to improve our processes and way of working. Dustin has three group-wide forums for prioritizing changes:

- Project Management Office (PMO) – Prioritization forum for lager, crossfunctional changes.
- System Forum – Change requests in functionality of our IT-systems.
- Incident reporting – Reporting of errors and smaller requirements.

Roles and Responsibilities

The CEO is ultimate responsible for the design of the Quality Management System. Any changes in the system must be approved by the CEO before implementation.

The Business Process Management team is appointed for monitoring the Quality Management System and reports regularly to the CEO on the system's implementation, status and effectiveness. Furthermore, the Business Process Management Team is responsible to ensure that the internal audit related to the effectiveness and compliance of the Quality Management System is performed annually. Head of Business Process Management is responsible to communicate changes within the Quality Management System to related managers.

All managers at Dustin are responsible to ensure that their department follows the principles in the Quality Management System.

Guidance, Compliance and Reporting

The CEO has ownership of this policy document and performs annual content and compliance reviews.

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 document shall be reviewed and updated annually or as needed based on the recommendations of the Head of Business Process Management.

