



Quality Policy

Smarter trains. Better future.





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A woman with short brown hair, wearing a black long-sleeved shirt and black and white striped trousers, holds a white mug with a colorful design. She is gesturing with her right hand while talking to a man. The man, wearing glasses, a dark blue sweater over a light blue shirt, and blue jeans, holds a green mug. They are standing in a modern office environment with large windows and a green wall on the left. In the background, there is a black refrigerator and a white Electrolux dishwasher integrated into a grey cabinet with four drawers. On the countertop above the dishwasher, there is a coffee maker, a silver kettle, and a green mug. The text "QUALITY POLICY" is overlaid on the right side of the image in a white, sans-serif font.

QUALITY POLICY

At EKE-Electronics Ltd., quality is a core part of our business. It influences everything we do, from our mindset to our operations, products, and services. Quality at EKE-Electronics is dynamic and customer-focused, meaning it's only good when our customers are satisfied.

OUR COMMITMENT

01

CUSTOMER SATISFACTION

We strive to consistently meet and exceed customer expectations by providing top-quality services that are fit for purpose, competitively priced, and delivered on time. Our reputation depends on achieving these goals.

02

CONTINUOUS IMPROVEMENT

We continually enhance our Quality Management System to improve efficiency, deliver more value to our customers, and make our work more fulfilling. Keeping our promises builds our reputation, which drives business growth. As we grow, we recognize the need for mature processes to support this growth.

03

SAFETY AND COMPLIANCE

We never compromise on the safety, compliance, and quality of our products and services. Everyone must be engaged, understand their responsibilities, and be empowered to take action to protect quality at EKE-Electronics.

RESPONSIBILITIES

01

SENIOR MANAGEMENT

EKE-Electronics management is responsible for providing and implementing the Quality Policy into every aspect of our work.

02

ALL EMPLOYEES

Everyone working for EKE-Electronics is Involved in maintaining and enhancing quality starting from their initial induction. Employees are empowered to take action and understand their responsibility in protecting the quality of our products and services. Managers must ensure all employees are aware of any changes to the Policy or its implementation.

03

QUALITY ASSURANCE

The CEO holds ultimate responsibility of our quality assurance, with day-to-day responsibility delegated to all managers and staff through the defined chain of responsibility.

QUALITY MANAGEMENT SYSTEM

01

CONFORMITY TO REQUIREMENTS

We strive to consistently meet and exceed customer expectations by providing top-quality services that are fit for purpose, competitively priced, and delivered on time. Our reputation depends on achieving these goals.

02

CONTINUOUS IMPROVEMENT

Keeping promises enhances our reputation, and a growing reputation drives business growth. We recognize that growing business demands mature processes.

03

CLEAR COMMUNICATION

Clear communication is encouraged both internally among staff and externally with customers.

All policies, objectives and working practices defined in the Quality Management System, including the procedures and other documentation which support it, are mandatory throughout our business unless authorised in writing by myself or my nominated representative.

Marko Mäkinen
CEO, EKE-Electronics





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