

The Nortek Quality Mission is to **“Make the World Safer, Healthier & More Productive”**, by delivering our products, services, and solutions to our global customers with superior quality and reliability, on time, and in a manner, that **builds something truly remarkable, that will long outlast us**. We provide an environment that promotes safety, employee satisfaction, ethical conduct, continual improvement and corporate responsibility.

We are committed to the relentless pursuit of excellence in delivering superior quality products and services by pursuing the following goals:


- A **front-line obsession** to meet or exceed all Quality, Environmental, Health & Safety (QEH&S) requirements
- Placing a **fanatical focus on the customer** by understanding their expectations and requirements, then exceeding them
- Utilizing **committed talent** to deliver superior products and services to our customers, on time every day
- Continually improving our processes through a **bias for action** to implement innovative ideas and new technologies, while eliminating waste

We are committed to strive and challenge ourselves by setting objectives that facilitate a mindset of continual improvement by:

- **Improving customer satisfaction levels year over year**. Leading the industry in customer satisfaction
- Delivering value to our customers by **reducing waste, improving lead times and maintaining competitive costs**
- **Implementing innovative design and environmental improvements** in how and what we produce
- Continually **utilize facts and data** to drive sustaining long term solutions
- Ensuring the bedrock of our **performance culture is built upon the ISO 9001 Quality Standard and a unified Quality Management System (QMS) approach**

We achieve this by thoroughly understanding all relevant regulatory and legislative requirements related to our products, processes, and services and by ensuring that we have the highest possible levels of quality awareness throughout the company.

This policy is available to all interested parties deemed appropriate by the business, it is presented to all personnel upon induction and is available to all employees via electronic format or hard copy format (notice boards).



Richard Leese
General Manager - Europe