

## Quality Policy

Fameco AB shall provide small parts to its customers under profitable conditions in such a way that all customer needs are satisfied, and a good service is provided. Example of, but not limited to, to small parts products provided are fasteners, sheet metal and wire components. The company must always strive to exceed our customers' expectations and at every transaction be a good reference for future business connections.

The company shall work to:

- Constantly work to meet and understand the customer's needs.
- Constantly improve the company's routines by actively working to minimize deficiencies
- Process requests in a fast and accommodating way.
- Ensure that our processes are reliable and managed by experienced employees.
- Handle claims in a fast and efficient way and find long-term solutions
- Allocate necessary resources to ensure that tasks can be solved with good results and short lead times
- Provide a good service
- Maintain good communication between customers, employees, and other stakeholders.
- Continuously improve the efficiency of the management system.

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Fredrik Schultz  
VD

M07 (251128)