

Quality Policy



Location and process	Flokk Corporate / Quality / Policies Quality
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Document responsible	Kjersti Karine Kildal

Purpose

Our long-term ambition is to become the preferred partner and leading manufacturer of workplace furniture worldwide. This is based on the vision of Flokk to “Inspire Great Work”. We will achieve this by continuing to focus on the quality of our products, processes, and service. In that way we will deliver the best possible quality to our customers.

Scope

Policy applies to all employees in the Flokk Group and any subsidiaries. This policy is periodically reviewed and updated.

Owner

Group Management has the overall responsibility to ensure that this policy is compiled to, communicated, and implemented throughout Flokk, and to ensure sufficient resources to achieve our objectives within strategic direction.

Content and description

Flokk will, as certified ISO 9001 company, sustain our position as a leading supplier of quality workplace furniture through an integrated quality management in all our processes and throughout our value chain from design, procurement and manufacturing to sales and the delivery of our products to customers and users.

We continuously strive to improve our processes, to meet and exceed our customers' - and all other relevant stakeholders'- expectations, requirements, and needs. We commit to conform to requirements and continues improve the effectiveness of the integrated quality management system. The improvement process is regular monitored in Business reviews and communicated through defined Key Performance Indicators with belonging activity plans.

Flokk depends on the employee's contribution and knowledge to fulfil our quality policy. We encourage initiative, creativity, and accumulation of knowledge together with a high level of personal loyalty from all employees.

We strive for a customer experience that is the most competitive balance between price and quality to strengthen our market position.