

Quality Policy

dormakaba is committed to providing high quality products and a professional and efficient service through which we aim to deliver customer satisfaction as well as statutory and regulatory compliance. Achieving this will result in a strong customer focus and enhancement of long-term sustainability and profitability throughout the organisation.

Quality is an integral part of dormakaba's corporate business values. These values guide our actions to deliver products and services that are secure, compliant and preferred. They are essential for the achievement of our ambition to be the preferred business partner to its customers by ensuring that we have the very best products, people and service.

To achieve this objective, our products are manufactured to specifications and quality standards compliant with our customer requirements, regulatory requirements, and trade standards where appropriate. It is this company's policy to achieve this through a structured quality management system approach which is compliant with the requirements of BS EN ISO 9001:2015.

This policy summarises the essential elements of our commitment for excellence and includes:

- Fostering a quality mind-set with the objective of developing, manufacturing and providing products, processes and services with zero defects that are industry trusted and preferred.
- Complying with relevant laws and regulations as well as internal requirements.
- Continually challenging ourselves to improve the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through the review of quality objectives and results.
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through review, training, supervision and effective communication.

The management team will demonstrate leadership and commitment and bear the responsibility for establishing, implementing, integrating and maintaining the quality management system in a committed manner to satisfy the requirements of ISO 9001:2015.

Signed:



Paul Wright
Senior Vice President
Markets – UK / Ireland

Next review date: February 2025