

ATLAS COPCO EQUIPMENT EGYPT QUALITY POLICY				
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**We stand by our responsibilities towards our customers, towards the environment and people around us. We make performance stand a test of time. This is what we call – Sustainable Productivity.**

Atlas Copco is a world-leading provider of sustainable productivity solutions. The Group serves customers with innovative compressors, vacuum solutions and air treatment systems, construction and mining equipment, power tools and assembly systems. Atlas Copco develops products and service focused on productivity, energy efficiency, safety and ergonomics.

#### **VISION AND GOAL**

Atlas Copco's vision is to become and remain First in Mind—First in Choice® for its stakeholders. This vision is reflected in products and services as the driving force in order to achieve sustainable, profitable results.

Atlas Copco develops, manufactures and markets industrial solutions that help deliver sustainable productivity in different strategic applications in all geographical areas. The goal is to build lasting business relationships resulting in satisfied customers that return and recommend the Group to new customers.

#### **STRATEGY AND IMPLEMENTATION**

##### **Management system**

All operations shall be conducted within a documented quality management system in line with this policy, from which dedicated policies also can be produced. This management system shall comply with the requirements of ISO 9001. These operations shall be based on preventive action, resulting in efficient use of resources and in line with the applicable legal and Group requirements.

##### **Continuous improvements**

The Atlas Copco Group conducts its business with an ambition to continually improve both the actual and the perceived performance of its products and services to meet or exceed the needs of its customers. This will be achieved by setting relevant and measurable targets and following up on performance.

##### **Roles and responsibility**

All employees in the Atlas Copco Egypt have responsibility for the continued implementation of this policy and are invited to provide feedback for its continued improvement. General Manager has operational responsibility for the performance as well as the implementation and realization of the Group Quality Policy.

##### **Transparency**

Operations shall be run in a transparent way that allows involved people to monitor the proceedings. Atlas Copco employees shall be able to access the information required for the correct execution of their job. External stakeholders, such as customers, shall be provided with appropriate and timely information during their commercial relationship with Atlas Copco. More specifically, customer complaints shall be treated promptly, with the recommended corrective actions reported back to customers.

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## Resources

Annually, Atlas Copco Egypt shall map and match the competence needed to qualify employees for the jobs appointed to them. Atlas Copco shall ensure that the necessary resources, such as infrastructure, tools, etc. are made available to carry out the job.

## Business Partners

Atlas Copco Group companies shall select business partners\* based on their capability to cooperate with them in delivering sustainable productivity to their customers. The Group companies aim for long-lasting business partner relationships.

## Products and Services

Products and services shall meet customer expectations according to the promises made as well as all applicable legal requirements.

## Processes

This policy applies to all end-to-end processes of Atlas Copco Egypt.

## PERFORMANCE

### Targets

Relevant targets (Key Performance Indicators or KPIs) shall be established to measure and assess the performance of all processes and be subject to approval from the management of each operation. Customer loyalty is one of the mandatory KPIs. Other examples can be market share, new product introductions, server availability, delivery efficiency, late reports, project handling, warranty costs, etc.

### Assessment

At regular set intervals, at least annually, KPIs will be measured and assessed.  
Customer satisfaction loyalty shall be assessed using established methodology throughout the Group.

### Reporting and follow-up

Efficiency losses related to customer satisfaction shall be reviewed. An analysis of the deviations is to be made and improvements and corrective actions shall be documented, implemented, followed up and reported to management to minimize recurrence.



**Samer Baninaser**  
Regional General Manager  
Cairo, August 2016