

Konecranes' Quality Policy Statement

At Konecranes, we have a strong commitment to provide value to our customers with service and equipment of unrivalled safety, the highest quality and trustworthy reliability throughout the whole lifecycle. By applying our versatile knowledge, innovative technology and proactive service attitude, we make our customers' material handling safer, more productive and sustainable.

We aim to keep our promises. Our goal is to meet or exceed customers' and other stakeholders' requirements. By applying the "right the first time" principle, we are minimizing waste of resources, energy and time throughout the delivery chain while maximizing value for our customers and stakeholders.

We are on the journey towards quality excellence. We regularly engage with our customers and stakeholders and use their input to enhance our process of continuous improvement. We lead and encourage our people to be better every day, and expect all Konecranes employees to contribute to quality improvement activities.

We are committed to the following objectives:

- Strive for zero product safety incidents.
- Prevent all types of non-conformities.
- Improve customer satisfaction.

To reach our objectives we have high quality standards for our own operations and offerings, and for our suppliers and other business partners. We:

- Define quality performance indicators, set targets and transparently show our current state and development.
- Leverage a systematic strategy deployment approach to align priorities.
- Apply Konecranes Way Lean principles and leverage the proven Lean and Six Sigma methods for systematic continuous improvement.
- Promote a learning organization with continual development of skills and competencies.
- Learn to predict and prevent all non-conformities when designing and developing our equipment and services.
- Implement quality improvement actions that prevent non-conformities and improve the customer experience.
- Set requirements for our suppliers and work with them to continuously improve performance.
- Work to eliminate risks throughout our processes and leverage the potential from opportunities.
- Continually develop our management system, processes and standards.
- Regularly ask our customers how satisfied they are with our equipment and service. This communication is vital to ensure focused quality development throughout Konecranes.



Anders Svensson
President and CEO

Quality in everything we do – Do it right the first time!