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Quality Policy

At Penlink, a supplier of electro-mechanical components, electro-optics, and servo systems based in Stockholm, Sweden, we are committed to delivering high-quality solutions tailored to the needs of our clients across a wide range of industries. As part of the Addtech Group since 2016, we foster a strong culture of quality, innovation, and continuous improvement.

Our Commitment to Quality

We strive to meet or exceed customer expectations by:

- Delivering products and services that meet agreed specifications and timelines.
- Ensuring consistent product quality through robust processes and controls.
- Providing responsive and professional support to our customers.
- Continuously improving our operations based on feedback, internal reviews, and proactive initiatives.

Our Quality Management Approach

- We operate a quality management system in accordance with ISO 9001:2015, ensuring that quality objectives are established, monitored, and reviewed regularly.
- Quality principles are communicated throughout the organization, and employees are encouraged to contribute to improvement initiatives.
- We collaborate closely with our suppliers to ensure access to cutting-edge technologies and high-quality components.
- Complying with applicable customer requirements, industry standards, and other relevant commitments to ensure consistent quality and reliability.

Internal Communication and Improvement Work

- Quality-related information, results, and improvement actions are communicated regularly through team meetings and internal reviews.
- The Quality Manager ensures that up-to-date information is accessible to all relevant stakeholders.
- Employees are encouraged to contribute suggestions and actively participate in quality initiatives.
- Lessons learned from implemented improvements are shared across the organization to promote learning and development.

This policy is reviewed annually during management reviews to ensure its continued relevance and effectiveness.