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Quality

1. Introduction

At Alligo, we strive to deliver the highest quality in our products and services, aiming to be the supplier that best meets the needs and desires of our customers and other stakeholders. We achieve this by constantly listening to our customers' needs and working continuously with a focus on improving both our product and service offerings and our own operations.

2. Purpose, goal and scope

The purpose of this guideline is to outline Alligo's commitment to quality, aiming to establish the necessary conditions to fulfil our customers' needs and expectations. It describes our approach to quality across all our products, services, and internal operations.

3. Target group

The guideline applies to all employees at Alligo. All employees are responsible to stay updated on the current version.

4. We actively listen to our customers and partners

Our approach to quality starts with understanding the needs of our customers and stakeholders. This means that we:

- Always aim to deliver what our customers want, on time and with the right quality.
- Continuously measure and evaluate our performance in meeting customer expectations.
- Regularly assess the future needs of both the market and our customers.
- Act as a reliable and flexible partner, prioritizing the development of long-term business relationships.

5. We work systematically

Alligo is committed to ensuring the highest quality standards in our products, services, and operations through a systematic and long-term approach. We achieve this by:

- Implementing our ISO-certified management system to maintain order and serve as a foundation for planning, monitoring, and improvement.
- Adopting a process-oriented approach focused on developing reliable and efficient processes.
- Proactively identifying and managing risks and opportunities to effectively prioritize our efforts and achieve our objectives.
- Adhering to all relevant legislation and holding our subcontractors to the same stringent standards as ourselves, ensuring the delivery of safe and dependable products and services.
- Investing in the training and development of our employees to equip them with the necessary skills and capabilities for their roles.

6. We continuously improve

We strive to continuously improve our operations. We do this by:

- Fostering a culture of improvement, encouraging all to take responsibility for improving our ways of working.
- Identifying, documenting, and addressing deviations in our operations.
- Leveraging data and soliciting feedback from customers and partners to drive enhancements.
- Regularly assessing our processes, products, and services to proactively prevent errors.

7. Publication

The latest updated version of this guideline is available on Alligo's intranet, in the management system, and on our external website. The Head of Business Development and Sustainability oversees updates in case of changes and ensures an annual review of the guideline. The guideline is approved by the management team.