



## Quality statement

### Reliable delivery

Flamco differs from its competitors by strictly meeting the delivery times agreed with customers. Flamco's delivery reliability is measured each week. This involves measuring the percentage of orders delivered in full and on time. This percentage must be at least 95%.

### Striving for zero faults

In each phase of production of our product, the work must be done right the first time. Final inspection of products is based on random tests. Prevention is better than cure; this is the only approach to achieving zero faults. In production departments, quality is guaranteed by ensuring that important process characteristics remain within well-defined standards. When developing and specifying products, not only should the customer's wishes be taken into account, but also the practicalities. To a large extent, the quality of the employees determines the success of the policy of striving for zero faults. Short and longer training courses play a key role in keeping their knowledge and ability up to speed.

### Integration

Flamco is a link in a logistical chain: supplier – Flamco – wholesaler – installer. It is important that the individual links in this chain work together to give optimum provision of logistical solutions and information. Flamco takes the lead in achieving integration to save on costs

for all concerned and to attract customers. An example is the arrangement of the order system within the chain on the basis of sales figures from the installers; in addition to this is the automatic receipt of orders, documents and invoices with EDI. Another example is the way in which Flamco makes product information available to wholesalers and installers over the Internet.

### Optimising purchase prices and costs

Purchasing raw materials at the right price is essential, as our purchase value forms the basis of our turnover. Flamco carefully chooses what to produce and what to outsource. Flamco only concentrates on what it does best.

### Product innovation

Flamco intends to remain ahead of the competition through successful product innovation. The thinking behind this is not only to play the game better, but also to create and play another game. The basis for this is excellent contact with the market (wholesalers, installers and end-users), expert technical knowledge and creativity.

### Culture of continuous improvement

"Continuous improvement", being quicker than our competitors, is a mentality that every Flamco employee possesses. The management of Flamco creates a climate in which improvements can come primarily from the bottom of the organisation. Open communication is the condition for recognising the most important problems and implementing structural solutions.