



Vikan A/S

Quality policy

We are one of the world's leading manufacturers of hygienic cleaning tools and solutions. We develop, produce and sell a broad range of cleaning tools to meet the needs of our customers.

Our behaviour as a company is governed by policies, and our deep-rooted commitment to make continuous improvements to our operations, which are, in turn, based on our strong corporate culture and the values of initiative, credibility, teamwork and commitment.

Our customers are our main driver of our quality policy. A great customer experience is the foundation of our existence in the market and is crucial to achieve our ambitions. Vikan works for and promotes quality in terms of ensuring a great customer experience in all customer touchpoints. That means, that we implement quality in everything we do from manufacturing the cleaning tools, documenting the food contact criteria and tests, innovating cleaning tools and solutions, to continuously improving internal processes.

Vikan commits to :

Great customer experience, through

- Delivering high-quality cleaning tools and solutions
- Developing product features such as functionality, hygienic design and durability
- Offering food contact approved cleaning tools for industries where hygiene is critical
- Easy access to documentation, making it easier for our customers to maintain and document evidence of achieving the highest levels of hygiene and cleanliness in the manufacturing process
- Customer feedback and open dialogue to obtain and ensure that experiences are applied in the internal processes
- Ensuring a great customer experience when being in touch with Vikan, including assurance of a positive and objective claim process

Continuous improvements, through

- Employee-driven innovation and use of the paradigm "Plan, Do, Check, Act" as anchoring tool
- Proactive approach towards corrective actions for continuously striving to improve our quality
- An anchored process for continuous quality control of all orders
- Usage of a stage-gate model for research and development processes, including verification of functionality, efficacy, cleanability and chemical resistance to food safety legal requirements

Selection of responsible suppliers, through

- Exercising supplier audits on an ongoing basis to secure compliance with our quality standards and good manufacturing practice
- Assessing and evaluating suppliers based on various parameters, including being ISO9001 certified
- Developing the cooperation with our suppliers

Quality awareness, through

- Implementing, sharing and satisfying policies, goals and applicable requirements in organisation to secure deep quality anchoring
- Creating awareness of roles, responsibilities and expectations to ensure a good teamwork
- Employees being ambassadors for high quality
- Educating our employees, developing the professional skills and ensuring our employees' wellbeing at the workplace
- Creating awareness of the possible business-related consequences in case employees' do not act in compliance with the management system.

A quality management system which is alive, through

- An active and systematic approach towards our work with quality and compliance with the latest applicable version of ISO 9001 and internal objectives and ambitions
- Employees quality awareness and endeavors to have an open communication to ensure feedback of achieved results