

POLICY

Quality

ABB Power Grids Sweden



ABB Power Grids is responsible for research, development, production, marketing, sales, service and product sales support within the following business lines and staff offices.

- PG Grid Automation
- PG Grid Integration
- PG High Voltage Products
- PG Transformers
- Corporate

The following seven goals reflect the responsibilities and obligations we all have towards our customers, employees, suppliers and shareholders:

- Deliver products, systems and services of high-quality on time such that they meet or exceed customer expectations.
- Identify and understand customer expectations, gauge customer perceptions of us and take improvement measures to increase customer satisfaction.
- Enthuse and enable our employees at all levels to continuously drive business improvements across the entire value chain from supplier to customer.
- Increase the motivation and skills of our employees

to create added value for customers and in our businesses, through regular training and employee development.

- Leverage the strength of our partners and suppliers to improve our products and businesses from development through production to installation and operation.
- Incorporate and consolidate corporate social responsibility and business ethics in our business methods.
- Continuously improve our environmental, health and safety performance in all products, businesses, systems and services.

Västerås, January 1st, 2020

Jenny Larsson
Country Managing Director,
ABB Power Grids Sweden AB