

# Policy – Quality

## Hitachi Energy – HVDC

HVDC defines Quality as satisfying our Customers by meeting or exceeding the commitments agreed for the delivery of our systems, products, solutions, and services.



Our objective is to execute on this commitment by:

- Empowering our employees to take ownership for their performance and leveraging their ability to solve problems through innovation
- Delivering systems, products, solutions, and services that are developed, designed, produced, and operated such that they perform as expected without defects
- Designing processes that can be implemented, executed, and continuously improved by systematically applying best in class methodologies including Lean and Six Sigma

As our Customer, your positive experience and willingness to trust us with your business is the ultimate measure of success in achieving our Quality objective.

As such, we will actively listen to your feedback and promise to resolve problems as quickly and efficiently as possible as soon as they are known.

This HVDC Quality Policy is part of the quality management system for the Company. It is communicated to suppliers, customers and employees and complies with all local regulations.

Ludvika, October 26, 2021



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