



SPTR-Asennus Oy

QUALITY POLICY

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1. PURPOSE, SCOPE AND USERS

The purpose of this document is to publish the quality policy statements as a message from the management of SPTR Assenus Oy in accordance with the organization policies of the ISO 9001:2015 standard.

The scope of the Quality Policy encompasses Construction Contracting Projects, Installation Services, and the Design and Manufacturing of Mobile Production Units.

The users of this document are all employees and senior management members of SPTR Assenus Oy within the framework of the quality management system.

2. REFERENCE DOCUMENTS

- ISO 9001:2015, Leadership, points 5.2.1 and 5.2.2
- Quality manual
- ISO 9001:2015, Awareness, Section 7.3
- [other documents and regulations governing the control of documents]

3. QUALITY POLICY STATEMENTS

At SPTR-Assenus Oy, we are committed to delivering products and services that consistently meet or exceed customer expectations. We ensure compliance with legal, regulatory requirements, and ISO 9001:2015, while maintaining the highest standards of quality across our operations.

Our key objective is **Profitable Growth**, achieved through operational excellence, innovation, and continuous improvement, which form the foundation of our Quality Management System.

3.1. CUSTOMER ORIENTATION

- We are committed to understanding and meeting the needs and expectations of our customers.
- Customer satisfaction is our top priority, and we strive to build lasting relationships based on trust and reliability.

3.2. COMMITMENT TO QUALITY

- Quality is the responsibility of every employee, from top management to the front line.
- We are committed to delivering products/services that meet or exceed legal requirements and industry standards.

3.3. CONTINUOUS IMPROVEMENT

- We foster a culture of continuous improvement in all areas of our operations.
- Regular evaluations and feedback mechanisms are in place to identify opportunities for improvement.

3.4. PROCESS-BASED APPROACH

- We take a systematic approach in managing our processes to achieve consistent and predictable results.
- Process performance is regularly monitored based on the main KPIs defined on the Quality Objectives, that are SPTR-Assenus Oy Goals and Targets.
- Our Quality Objectives are measurable and are reviewed regularly to ensure alignment with operational goals and continuous improvement. Details on these objectives and the actions to achieve them are outlined in the **Quality Objectives and Plan** document.

3.5. EMPLOYEE INVOLVEMENT

- Our employees are our most valuable asset. We encourage them to actively participate in quality initiatives using the IT tool setup on SPTR Sharepoint: SPTR Team Site [SPTR Team Site - Organization home \(sharepoint.com\)](#) .
- Training and development programs are implemented to improve the skills and competencies of our workforce. [SPTR Team Training - Aloitus \(sharepoint.com\)](#)

3.6. ACCOUNTABILITY

- Each employee is responsible for the quality of his work.
- Clear roles, responsibilities and expectations are defined to ensure accountability at all levels of the organization.

3.7. RISK-BASED THINKING

- We take a proactive approach to risk management, identifying and addressing potential risks and opportunities that may affect or contribute the quality of our services and products.
- Risk assessments are carried out regularly to mitigate and prevent quality problems.

3.8. COMPLIANCE

- We comply with all applicable legal and regulatory requirements relating to our products/services.
- Our processes are designed to ensure compliance with industry standards and relevant regulations.

3.9. COOPERATION BETWEEN SUPPLIERS

- We work closely with our suppliers to ensure the quality of the materials and services they provide.
- Supplier performance is monitored and cooperation is carried out to promote mutual improvement.

3.10. COMMUNICATION

At SPTR-Asennus Oy, we believe that ensuring understanding and compliance of the organization's policies, expectations, and best practices. requires active, regular and targeted training of our employee's. All policy updates, training materials will be communicated and consistently accessible through our SharePoint portal, ensuring that every team member has the tools and information necessary to contribute to our success.

3.11. MONITORING AND REVIEW REFERENCE

The effectiveness of the Quality Policy and its objectives is monitored and reviewed yearly through our internal management review meetings.

SPTR-Asennus Oy
Kari Rajala
Managing director
Rengastie 19, Seinajoki, Finland
April 10th, 2024

