

THE VOLVO GROUP

QUALITY POLICY



The Volvo Group shall be the leader in customer satisfaction, delivering pioneering products and services for the transport and infrastructure industries. All business entities shall contribute to this achievement through customer focus, commitment and participation by everyone, a process-based approach and continuous improvement.

CUSTOMER FOCUS

Quality is a measure of our performance as experienced by our customers. Success on the market depends on our ability to always provide our customers with products and services that meet or exceed both their expectations and applicable requirements. To be successful in this aspect, we must perform better than our competitors. This requires that we continuously listen to our customers in order to understand their needs, and promptly implement sustainable improvements in our operations based on these needs.

COMMITMENT AND PARTICIPATION BY EVERYONE

Each employee within the Volvo Group shall always be customer-focused and committed to quality excellence. This is a personal responsibility, a mind-set, which is necessary in order to reach customer satisfaction.

Leaders shall always act as ambassadors for a culture that focuses on customer needs. Each employee within the Volvo Group is expected to actively contribute to the achievement of quality excellence. To continuously manage this, everyone needs to be open to change,

have a holistic view of the Volvo Group's operations, base actions on facts and apply a long-term perspective. Suppliers, dealers and business partners within our sphere of influence should be committed to adopting the principles set forth in this policy.

PROCESS APPROACH AND CONTINUOUS IMPROVEMENT

Customer needs shall guide our ways of working. Quality excellence shall be achieved by describing, working according to and continuously improving our processes. Every individual shall understand how he/she can contribute to customer satisfaction and quality improvement. Results shall be monitored against set objectives and improved to ensure continued customer success. Processes shall be continuously evaluated and actions taken to ensure they are effective and efficient. Transfer of knowledge and best practices shall be actively pursued across the Volvo Group to encourage a culture where we learn from each other. Regular comparison and evaluation shall be performed based on best industry practice. A preventive and proactive approach shall always be applied.

Martin Lundstedt

President and CEO of the Volvo Group
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