

Quality policy

KTI Sverige AB (KTI) is one of the leading companies in Scandinavia for dry-cleaning, laundry and tailoring, as well as servicing and maintenance of driver seats and articulated bus bellows for public transport vehicles. We deliver a high level of service and quality and can adapt to customer-specific requirements.

The long-term success of KTI Sverige AB (KTI) is based on our objective of always delivering products and services that meet or exceed our customers' needs, requirements and expectations. Deliveries should arrive on time and should be complete. Textiles should be intact and clean with a good finish, and our servicing and repair of seats and bellows should be first-class. To maintain quality and reliability of delivery, we work systematically on continuous improvement.

The following goals reflect this responsibility and the commitments that we make to our customers, employees and suppliers:

- To deliver products and services of high quality on time, so we meet or exceed our customers' expectations.
- To identify and understand customers' expectations, measure their perceptions of us and take improvement measures to increase customer satisfaction.
- To enable our employees at all levels to make constant improvements in our operations throughout the supply chain from supplier to customer.
- To enhance the skills of our staff in order to generate added value for our customers and our business.
- To use the strengths of our partners and suppliers to optimise our products and operations.
- To continuously improve the environmental, health and safety performance of all products, operations, systems and services.

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Arim Özboyaci

MD
KTI Sverige AB