



Glamox Quality Policy

The long-term business success of Glamox relies on our ability to continually enhance the quality of our products, systems, and services. Quality is integrated into every aspect of our operations from development and sales through production, delivery, and after-sales service-ensuring sustainable lighting solutions and consistently high-performance standards, starting with all of us the moment we enter the workplace.

Customer satisfaction is fundamental to our operations, aligning with our motto, 'Creating light for a better life,' and four core values: Competent, Committed, Connected, and Responsible. Customer feedback is routinely collected and used to improve and maintain customer satisfaction.

We comply with national, international, and self-imposed requirements to provide products, systems, and services that meet customer expectations. This involves setting objectives to deliver a product that meets quality standards within the agreed time, cost, and location.

We align our commitment to quality, environmental sustainability, and occupational health and safety with the principles of ISO 9001, ISO 14001, and ISO 45001.

Glamox emphasizes quality through the following practices:

Continuous Improvement: We enhance our processes, products, systems, and services to exceed customer expectations. By managing risks and seizing opportunities, we deliver high-quality, eco-friendly lighting solutions.

Employee Involvement: Engage employees in quality initiatives with accountability at all levels. Quality depends on their attitude.

Quality Processes: Improve processes, procedures, and instructions while ensuring their effectiveness and continuous improvement across the entire business process model

Supplier Relations: Evaluate, categorize, and monitor suppliers for quality, regulatory compliance, environmental standards, risk management, and sustainability.

Leadership and Commitment: Our leadership fosters a culture where quality is a priority by allocating the necessary resources and actively supporting quality initiatives.

Environmental Responsibility: Minimize environmental impact by adopting sustainable practices and technologies across the lifecycle of our lighting solutions. Reduce waste, optimize energy and material use, and improve environmental performance.

Open and Transparent Communication: Promote open and transparent communication with our internal and external stakeholders.