

Quality Policy

Titan Wind Energy (Europe) A/S will meet customers' expectations of the company's services and deliver-ies in every possible way, thus creating confidence in the company's technical and market capability.

The company would like to give customers the impression that their requirements are met, and that cooperation is uncomplicated and on high professional level. Furthermore it is of importance that the employees put costumers first in all what they do – also and not least in the personal contact to the costumer.



Michael Buus Nielsen
Managing Director

Objectives and targets, Quality

Objectives

- The management contributes actively to secure the needed education and development of the employee in order to comply with the actual policy and target. To implement quality in all the processes of the company that make the product to the customer, so that the level of quality of the product always will be in accordance with the agreed specifications and the relevant and legal requirements.
- An effective planning, implementation, and control of the processes, which contribute to successful projects and are satisfactory to the customers, the employees and the business partners.
- Achieve quality in the processes through engagement, education and training as well as motivation of our employees, whose qualifications are updated and improved on an ongoing basis.
- Work on achieving a high level of satisfaction with the customers and other interested parties.

Targets

- The overall production efficiency has to be at least 95%
- Employee (white collars) replacement must not exceed 5%
- Employee (blue collars) replacement must not exceed 5%
- Welding error must not exceed 0,5%
- First past yield on surface treatment has to be 89%
- Cost of poor quality must not exceed 1% of total turnover measured on internal NCRs



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