

Quality Policy

Titan Wind Energy (Denmark) commits itself to meeting customer demands, customer expectations for company services and deliveries, legal requirements, own requirements in every respect, thereby creating confidence in the company's professional and market capabilities.

The company wants customers to get the impression and experience that their requirements are met and that the collaboration is done uncomplicated and professionally at a high level.

In addition, it is important that employees in every task put the customer's needs at the center - also, and not least, in the personal contact with the customer.

Titan Wind Energy (Denmark) is committed to continuous improvement and updating of the management system.



Brian Siig
General Manager


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 costumers and other interested parties.

Targets

- The overall order efficiency must be at least 90 %
- The overall productivity must be at least 70 %
- Employee replacement (self-chosen retirement) must not exceed 5%
- Welding error must not exceed: SAW 0,5%, manual welding 3,0 %
- First past yield on surface treatment has to be 89%
- Cost of poor quality must not exceed 4% of total turnover measured on internal NCRs


Brian Siig
General Manager