

Quality policy

High quality shall always be the hallmark of NIBE products and services and, as such, constitute one of the determining factors behind the customer's decision to buy.

Customer demands and expectations with regard to NIBE products and services shall always be met and, if possible, exceeded.

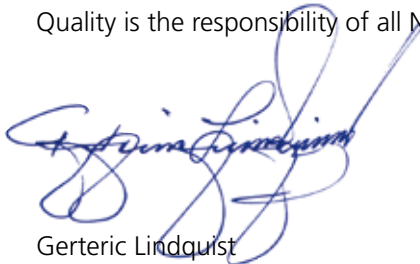
Customers, external as well as internal, shall enjoy peace of mind, secure in the knowledge that the promises and undertakings made by NIBE and NIBE employees will always be honoured.

The quality management system must be continuously improved on the basis of new experiences and any variances or weaknesses identified.

There shall always be clearly stated quality targets relating to product quality, delivery reliability and customer satisfaction – and the company's performance in relation to these targets shall be followed up on a continuous basis.

From the time they are initially recruited, all employees shall be kept informed about the NIBE Quality Policy and the company's quality targets and work procedures at all times, and they shall receive regular training to ensure that they remain constantly aware of the importance of these factors.

Quality is the responsibility of all NIBE employees.



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