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Avoki Group

Quality Policy

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DOCUMENT REVISIONS

Version	Changes	Changes made by	Date
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PURPOSE

Our mission is to support our customers in achieving success in their daily work—now and in the future. Our top priority is to understand our customers' needs and, through our solutions in IT, communication, and office services, help them reach their business goals.

Providing high-quality products and services is essential to maintaining our market presence and is a natural part of creating added value for our customers. Our Quality Policy, together with our core values—**Great Together**, **Always Improve**, and **True Commitment**—guides us in this work.

TARGET

This document is applicable to Avoki Group AB (556712-2196), as well as any other entities affiliated with the same group (hereinafter referred to as "Avoki," "we," "our," or "us"). The policy extends to both internal and external personnel, encompassing technical and non-technical staff associated with Avoki.

POLICY

Our quality management system ensures effective operations and reliable delivery to customers, with a focus on continuous improvement. The system is based on legal and regulatory requirements, as well as policies and guidelines established by the board.

Avoki is committed to:

- Delivering services and products on time, to the right place, and with the promised quality.
- Ensuring that all employees work proactively to fulfill this promise.
- Continuously improving quality through enhanced competence, processes, and ways of working.
- Maintaining active and open dialogue with customers, suppliers, employees, and other stakeholders to support ongoing improvement and prevention.
- Measuring and following up on our performance to continuously improve the quality of our delivery.

ROLES AND RESPONSIBILITY

- **Policy Owner** – Quality Manager
- **Quality Manager** – Responsible for communicating and providing training on the policy. Continuously improves quality through enhanced competence, processes, and ways of working.
- **Quality Manager** – Ensures relevant routines and processes are in place to support the policy. Measures and follows up on our performance to continuously raise the quality of our delivery.
- **Quality Manager** – Monitors compliance with the policy.

- **All Employees** – Responsible for complying with the policy.