



Quality Policy

2024



Vision:

Your preferred partner in Europe – We have strong connections

Mission:

INDURA seeks to be your trusted partner. We maintain strong connections, offer flexible solutions and focus on time, price and quality. We are aware that each customer is unique



Quality Policy

INDURA's goal is to be the leading Supply Chain specialist in flanges and fittings.

To achieve this, we have developed a Quality Policy that is the foundation of our work in developing our business in line with customer needs - We must be an important collaborator and problem solver for our customers.

Quality assurance is therefore crucial to INDURA's business, and our Quality Policy shall ensure that we can manage, measure, and control the quality of our products.



Quality Objectives

- INDURA has an effective and systematic quality management system, where management follows up on the adopted quality objectives.
- We have a range of reliable/certified suppliers who meet our requirements for product and process quality, communication, as well as the necessary level of QA and QC collaboration.
- We conduct registrations, investigations, and controls that are used as an active management tool where appropriate, as well as technically and economically feasible.
- Our employees are knowledgeable, service-oriented, and committed, ensuring the best possible quality and professional guidance for customers when they do business with us.
- Employees at INDURA are continuously updated with information about quality objectives and changes in certified quality and standards, for example.
- Management contributes to the creation, visibility, and follow-up of goals and action plans. Quality objectives are evaluated annually.





Quality Management

We commit to constantly improving the quality of our deliveries through careful selection of reliable suppliers, systematic quality management, and quality control processes.

We only collaborate with approved suppliers and will only deliver products that meet the necessary standards and requirements.

Quality Control

Quality control should occur as early as possible in our value chain. Therefore, we have quality control procedures in the stages where we have activities, including local quality control centers.

To ensure high quality, INDURA has chosen to be ISO9001:2015 certified, enabling us to enhance the quality of our deliveries and develop the company's processes and deliveries. We work towards our approved suppliers implementing their own quality systems so that together we can ensure quality management.



Certified Quality

Our ISO9001:2015 certification is such an important part of our company's quality system that we have established a quality committee, which is involved in all complaint cases - having the initiative to propose process improvements, both internally and with suppliers, to enhance quality.

This quality policy is the foundation of our deliveries to our customers. We continuously work to maintain and improve our quality standards to meet our customers' expectations.





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