

Quality Assurance policy

Roblon wishes to be perceived as a well-reputed, development-oriented and reliable supplier whose services continually meet our customers' expectations. Roblon is committed to complying at all times with relevant requirements set by our partners, including customers and authorities.

Roblon A/S and Roblon Inc. are certified according to ISO 9001:2015.

Roblon realizes its policy by:

- having a well-developed quality management system.
- maintaining an ongoing dialogue with customers to optimize and improve the understanding of the customers' individual requirements.
- carrying out customer satisfaction surveys.
- performing measurements of compliance with delivery times to the customers.
- processing complaints efficiently and logging them as they occur.
- implementing corrective and preventive actions.
- setting requirements for new suppliers by requiring ISO certification or approval via supplier audits and recording of and following up on deviations.
- performing systematic and focused incoming, process and final(outgoing) controls.
- conducting supplier audits and evaluations to ensure that suppliers deliver the desired quality.
- conducting regular internal process and product audits to assess risks and identify ways in which to optimize production processes and the customer's experience of both new and old products.
- having a continuous improvement program.
- securing that all employees possess the necessary competences and the right motivation.