

# **Our Commitment to Quality**

## **NorDan Vinduer Limited**

### **1. Our Commitment to Quality**

NorDan Vinduer Limited is committed to delivering high-quality products and services that meet or exceed customer expectations, comply with applicable statutory and regulatory requirements, and support long-term customer trust.

### **2. Policy Intent**

This Quality Policy sets out the principles that guide how quality is managed across NorDan Vinduer Limited. It reflects our commitment to ISO 9001:2015, compliance with Irish Building Regulations and relevant legislation, and the use of structured systems rather than individual judgement alone.

### **3. How We Deliver Quality**

We deliver quality through a process-based Quality Management System, clear responsibilities and escalation routes, risk-based thinking, proportional application of quality controls, verification through audits and reviews, and learning from non-conformances and customer feedback.

### **4. People, Competence, and Accountability**

We recognise that quality depends on competent people working within a clear system. We commit to providing appropriate training, ensuring work is carried out by competent personnel, supporting early escalation of issues, and holding management accountable for consistent application of quality systems.

### **5. Continuous Improvement**

We are committed to continual improvement of our Quality Management System through monitoring performance using KPIs, conducting internal audits and management reviews, analysing trends, and implementing corrective and preventive actions.

### **6. Leadership Commitment**

Senior management is committed to ensuring this Quality Policy is understood, implemented, and maintained; providing the resources required to operate the Quality Management System; reviewing quality performance regularly; and promoting a culture of doing it right first time.

*This policy applies to all NorDan Vinduer Limited operations in Ireland and is implemented through the NorDan Quality Management Plan and supporting procedures.*

Signed on behalf of NorDan Vinduer Limited

Signature: 

Seán Luskin

Managing Director

Date: 9/3/2026