

27 March 2018

EnergyVision Quality Policy

At EnergyVision, we are convinced that a 360° approach on quality is an integral part of our Passion for our Customer, our core value and the very reason why we exist. As such, our implemented Quality Policy is geared towards continuous improvement on the level of customer satisfaction.

Full commitment to our Customers

At EnergyVision, we have always strived to provide our Customers with products and services that meet their quality requirements and expectations.

Our commitment today and in the future goes even further. We have decided to guarantee our Customers that, effective immediately, the production and service activities will be carried out in a controlled manner, in accordance with ISO 9001: 2015.

Not only do we, at EnergyVision, want to provide products and services that meet our Customers' requirements as well as legal and regulatory requirements. On top of that, we are deeply convinced that Customer satisfaction is the primary goal of the quality management system.

ISO 9001 : 2015 as extra assurance

The ISO 9001: 2015 Quality Management System allows us to manage, control and improve our processes and also demonstrate their effectiveness to our Customers.

Together with our local GMs, I took the responsibility to determine the Quality Policy of EnergyVision and to make it known, understood and effectively applied within our whole organization, in each of our offices.

Our Quality Policy is translated into concrete, achievable and measurable Quality Objectives.

The results of the indicators in relation to the objectives are monitored quarterly and may eventually be corrected if this proves necessary. They are analyzed annually, on the occasion of the Evaluation by the Management, as well as through continuous measurement of the level of satisfaction of our Customers. They are part of continuous improvement and adaptation for the future. In fact, the entire Quality Management System will be reviewed annually and adapted to any changes in the organization.

The very essence of who we are

It is not management newspeak. It is not consultancy blabla. It is not something to hang on a wall or put in a closet. It is who we are, who we want to be and how we want to be perceived by our stakeholders: as industry leaders who do not compromise on quality nor on our 100% commitment to our Customers.

I will ensure that the appropriate means are made available to the organization in order to enable the Quality Management System to function and to achieve the "Quality Policy" objectives that we determined.

100% committed and accountable

I insist that all employees of the company feel concerned and accountable, as I am myself.

I guarantee that all our people understand the utmost importance of our Quality Policy. They all know that the strength of a Quality Management System is measured against the weakest link. They all know we count on each of our employees to contribute to the continuous improvement of the quality system.

On behalf of all EnergyVision people, I guarantee you, dear Customer, dear stakeholder, that you are the reason why we exist. We are ready – more than ever – to serve you.

Should anything be less than fully satisfactory, do not hesitate to reach out to me directly (cell +32 478 68 04 71).

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