

Approved by	Trine Sig, CEO Torben Holm Larsen, COO	Version	1.4
Responsible	Torben Holm Larsen, COO	Effective date	10th January 2024

Quality Policy

At Real Relief we have a holistic view on quality. We are committed to constant improvement, and we strive towards implementing this commitment in all our processes and all we do. We are using ISO 9001 quality management system to make sure that constant improvement is at the core of our business conduct.

Real Relief is in the business of developing, manufacturing, sourcing, marketing, selling and distributing articles for development, aid and relief purposes. We see our quality assurance system as one of the most important tools to secure delivery of the right product, at the right place, at the right time and at the right price.

Product development: We want to minimize the time to market and guide the development in the direction of the most suitable and sustainable solutions.

Manufacturing: We will ensure that quality is an integral part of the product. We adhere to a zero defect goal strategy.

Marketing and sale: We promise speedy and reliable replies and easy access to necessary and valuable information.

Logistic: We will, through continuous performance evaluation, make sure that goods are handled efficiently and reliably, ensuring that customer expectations in terms of speedy delivery are met.