



Nijmegen Quality

by PJ van Rijnbach
March 2007



Nijmegen Quality Commitment

***Delight Customers with
superior
products and services.***



Quality Policy

QUALITY POLICY

At NMHG, it is our policy to deliver products and services that meet or exceed the expectations of our customers.

This is accomplished by:

Understanding completely our Customer's requirements on a global basis.

Translating these customer requirements into an effective and capable product and services strategy through excellence in Product Development and Product Support.

Manufacturing products under controlled conditions with capable processes and competent personnel.

Implementing sourcing policies and actions that promote long term, mutually beneficial supplier relationships and ensuring superior quality, delivery, responsiveness and value.

Verifying and validating that products, parts and product support services will meet all customer requirements.

Continuously monitoring, analyzing and improving all processes affecting the quality of our product, parts and product support services.

Actively supporting and complying with all regulatory and environmental requirements.

Quality System

- **Quality System Fundament**
 - ISO 9001 & ISO 14001
 - Demand Flow Technology (DFT)



Quality

- **Organization**
 - European Quality Steering Team
- **Main objective Plant Tour:**
 - Show Shop Floor Quality controls



Quality

How Quality is Baked into the Product

