

EFG is a leading manufacturer of interior office solutions. With sustainable design at our core since 1885, EFG European Furniture Group delivers excellence with products inspired by Scandinavian design.

EFG Quality policy

Relations (customer needs)

Every interior solution we deliver should be based a through, professional and individual customer needs analysis. It is via this methodology that we can create the most value for our customers and every project could become a reference for the future.

- We should understand customer needs and solve their problems wherever we can.
- We should live up to, or exceed customer expectations.

Products (sustainability and safety)

The basis is that the technical quality of our products should be of a high standard and allow us to offer the industry's best warranties.

- EFG has a zero vision when it comes to product quality defects.
- Our design should consider and be responsible for the ergonomic, functional, safety and visual needs.

Processes (responsibility)

We should have well documented processes and continuously work to improve them. Applicable requirements placed on us, including legal requirements, shall be satisfied. The starting point should be to:

- Achieve the best customer value as a result of exceptional products and services.
- Compare ourselves to others and apply best practice by learning from others.
- Quickly and efficiently solve problems when they arise.

Commitment (personal responsibility)

All EFG employees should clearly understand how form part of our quality standards and ensure that take responsibility for the quality of their own work.

- All employees should have a long-term perspective and a holistic approach to environmental work and they are expected to contribute so that the EFG's quality targets are attained.

Partners

We set high standards for ourselves, our suppliers and our partners.

- We should prevent quality defects by means of clear requirements and the common understanding of our customers' needs.
- We should cooperate and seek new smart solutions together.

These principles are linked to EFG's CSR Policy and Code of Conduct.

Tranås 2020-02-13



Marcus Westdahl, CEO