



QUALITY POLICY

QMS_D_229_ QUALITY POLICY

Related documents	

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1 QUALITY POLICY

Aloxy unlocks industrial data for the process industry. We design and deliver Industrial IoT solutions, both hardware and software, that help our customers operate more safely, reliably and efficiently.

This quality policy covers the design, development, manufacturing, delivery and support of Aloxy's Industrial IoT solutions.

2 OUR QUALITY COMMITMENT

1. Customer focus

We put customer needs at the center of our decisions. We identify and understand customer requirements, seek feedback throughout the relationship and use it to improve our products, services and way of working to enhance customer satisfaction.

2. Compliance with requirements

We meet applicable contractual, regulatory and statutory requirements, as well as relevant industry standards. Our quality management system is aligned with ISO 9001 and provides the framework to set, monitor and review quality objectives.

3. One team, clear responsibilities

We work as one team across functions and locations. Roles, responsibilities and authorities related to quality are defined and communicated so that everyone understands how they contribute to our quality objectives.

4. Process and risk-based approach

We manage our activities through defined and controlled processes. We identify and assess risks and opportunities affecting product quality, delivery performance and customer satisfaction, and we act on them in a structured way.

5. Competence and engagement

We ensure that people performing work under Aloxy's control are competent for their tasks through selection, training, coaching and knowledge sharing. We encourage initiative, ownership and open communication about quality issues and improvements.

6. Data-driven decisions

We collect and analyse relevant data on product performance, process effectiveness, complaints, nonconformities and customer feedback to support informed decision-making and prioritisation of improvements.

7. Partnership with suppliers and partners

We select and evaluate suppliers and partners based on their ability to meet our quality, delivery and compliance requirements, and we work with them to maintain and improve performance.

8. Continual improvement

We continually improve our quality management system, our products and our services through corrective and preventive actions, lessons learned, internal and external audits, and regular management review.

3 IMPLEMENTATION AND REVIEW

Management at all levels is responsible for implementing this policy and providing the necessary resources. Every person working for or on behalf of Aloxy is responsible for following applicable procedures, raising issues when something is not right and contributing to improvement.

Frank Gielissen

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Glenn Ergeerts

Jan Coppens