

# Quality

We are delivering an investment. LOGSTOR therefore demands that its suppliers uphold its own values, promoting suppliers that advocate energy-efficient solutions, execute efficient waste management, and comply with environmental regulations.



**What's in it for you?** We stimulate commitment, well-being, working conditions and attitudes that contribute continuously to improving the quality of our products, services, and customer satisfaction.

## QUALITY SEAL OF APPROVAL

LOGSTOR products are always to comply with the most stringent quality and environmental requirements in the sector.

### Quality

- All manufacturing units are certified with a quality system based on **ISO 9001**.
- All pre-insulated product lines are certified with **EuroHeat & Power**.
- A proven system of **evaluation and selection of suppliers and subcontractors**.
- **Continuous improvement of product quality** with minimization of customer complaints and improvement of processes. This we achieve by Inspection and Test Plans (ITP) for every process, and also individual ITPs for special projects, quality audits system, inspection routines in each step of the process, laboratory tests done daily to confirm products parameters.
- **Increasing/extending professional qualifications** of employees with training system and evaluation (special training program for steel welders, PE welders, foaming operators, quality controllers).
  - Quality culture supported by **Quality Golden Rules**:
    - Do it right the First Time (Continuously working on good quality at first time, reducing of repairs and scraps).
    - Stop & fix (do not accept, make, pass on defects).
    - Focus on Prevention.
    - Every employee is engaged in Quality.
- **Specific quality plans for projects** where special documentation is required such as,
  - A quality inspection of each delivery as well as inspection of quality certificates.
  - Test of products in own laboratory or by external institutes.
  - LOGSTOR has a professional way to handle any requirements for document control from approval/versions of drawings, traceability records, etc.
  - The assignment of Document Controller ensure flawless execution from our side.
- **Measuring of quality**
  - By number of claimed mistakes and defects for all LOGSTOR Group related to production and dispatches number (number of pcs produced and number of shipments positions). Result for 2023 was ab. 900 ppm. Target for 2024 is a further improvement with focus on prevention and detailed analysis of every claim. First half year of 2024 shows that we have archived improvement with result ab. 800 ppm.
  - By internal First Time Quality approach, with focus on scraps and repairs prevention and detailed analysis of scraps and repairs.

## Details in LOGSTOR quality system – qualify, monitor, control and document

- Internal qualification of HDPE welders – we have internal procedure of practical training and lab tests of each HDPE welder sample. Based on the results HDPE welder receives approval and individual number with stamp. Then he put stamp on each weld done by him.
- Internal qualifications of steel welders – we have internal procedure of samples making by welder and based on x-ray results he can be approved to production. The new welder is under 100% testing with x-ray during the first period of his work (1<sup>st</sup> month), and then based on results further steps are taken: reduction of x-ray or keeping 100% of x-ray.
- Internal qualification.

### Internal audits system:

- Operational Excellence Group audits
- Compliance Group and Divisional audits
- Internal ISO audits
- Suppliers audits
- Layered Quality Audits (LQA)\*

\* Layered Quality Audit (LQA) - is a system of independent quality audits performed by various organizational levels in production and warehouses. Standardized questions covering aspects like: documentation on workplace available, inspection points, marking of products, awareness about quality goals.

### Quality Improvement Suggestions program:

We have implemented a Quality Improvement Suggestions program to engage our employees in continuous improvement process. We have established a system to report suggestions connected with an award system. Our achievement are connected with reduction of quality potential risks.