

Quality Policy

At FLSmidth we are committed to develop and deliver high quality products, services and solutions that enhances productivity to create satisfied and loyal customers in the global mining and cement industries. Quality is the foundation of our company and is fully embedded in our way of working, we deliver on time and meet all customer and other applicable requirements. We continually improve our Quality Management System and its processes through clearly defined objectives.

Quality Objectives

FLSmidth's Quality Management System strives to continually improve:

- Customer satisfaction and loyalty
- Strengthen relationships with suppliers and other stakeholders
- Employee satisfaction
- Innovative technologies, products and services to enhance productivity
- On-time delivery to internal and external customers
- Quality of output from our processes

Methods of measurement of these objectives are established and monitored by the top management and adapted to the nature of business and its processes throughout the organization.

Quality Principles

These four common quality principles apply in FLSmidth.



Promote continual improvement of business processes.



Involve engaged employees and symbiotic supplier relationships to fulfil customer expectations.



Provide resources and tools needed to drive quality improvements.



Measure and Improve customer satisfaction and business performance.

These principles are incorporated in our quality systems and business processes.

Thomas Schulz
Group CEO, FLSmidth