



QUALITY POLICY STATEMENT

Phi Lighting and Octant by Phi are engaged in the design, development, manufacture and sales of high quality, design-led lighting products, features and systems that add value and benefit through a strong design ethos and technical innovation.

Phi Lighting and Octant strives to conduct its business with a total commitment to customers and their requirements. We define quality as conformance to our customers' needs, both internal and external and conformance to all quality requirements. Through a high level of quality product and service, we ensure lasting customer satisfaction.

The quality of our lighting solutions supports the development of long-term partnerships with our customers. Through our high-quality products and services, we promote the success of projects and of our customers.

We produce and deliver faultless products and systems to our customers. We guarantee that our components work safely and correctly in conjunction with our designed solutions.

We consistently review, align and improve our business processes to prevent errors. In all processes, we implement testing processes and effective feedback loops. We analyse errors that have occurred and permanently eliminate the causes of detected errors.

By making quality control and audits at our suppliers, we ensure the quality of all purchased products and services. The demands on our suppliers are designed so that they assist us in achieving our quality goals.

We plan and develop lighting solutions precisely tailored to our client needs. We ensure that the desired products and services are available at the required place, reliably and on time.

All documents and information that we make available to our customers are precise and clearly understandable. We promise only what we can deliver.

We support our employees to improve their abilities continuously, encourage them to innovate, treat them fairly and honour their performance.

With the help of our education and training programmes we ensure the appropriate qualification of our staff.

We are committed to the economic use of all resources and to a responsibility for our environment.