## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Management</td>
<td>3-4</td>
</tr>
<tr>
<td>- Scope of business</td>
<td></td>
</tr>
<tr>
<td>- Quality Policy</td>
<td></td>
</tr>
<tr>
<td>- Quality Goals</td>
<td></td>
</tr>
<tr>
<td>Quality Organization</td>
<td>5-6</td>
</tr>
<tr>
<td>- Global Functions</td>
<td></td>
</tr>
<tr>
<td>- Local Organizations</td>
<td></td>
</tr>
<tr>
<td>- Quality Management Organization</td>
<td></td>
</tr>
<tr>
<td>Management Reviews</td>
<td>7-8</td>
</tr>
<tr>
<td>- Internal Audit</td>
<td></td>
</tr>
<tr>
<td>- Monthly Quality Management Reviews</td>
<td></td>
</tr>
<tr>
<td>- Annual Quality Management Reviews</td>
<td></td>
</tr>
<tr>
<td>Quality Management System (Q-Net)</td>
<td>9-10</td>
</tr>
<tr>
<td>Quality Representatives (Q-Points)</td>
<td>11-12</td>
</tr>
<tr>
<td>Continuous Improvement</td>
<td>13-14</td>
</tr>
<tr>
<td>- Suggestions for Improvement</td>
<td></td>
</tr>
<tr>
<td>- IPR Policy</td>
<td></td>
</tr>
<tr>
<td>Engineering Quality</td>
<td>15-16</td>
</tr>
<tr>
<td>- Software Implementation</td>
<td></td>
</tr>
<tr>
<td>- Testing</td>
<td></td>
</tr>
<tr>
<td>Quality throughout the entire Supply Chain</td>
<td>17-18</td>
</tr>
<tr>
<td>- Automatic Panel Test</td>
<td></td>
</tr>
<tr>
<td>- Supplier Corporation</td>
<td></td>
</tr>
<tr>
<td>- Shipping &amp; Transport</td>
<td></td>
</tr>
</tbody>
</table>
Quality Management

Scope of business
Design, development, manufacturing, test, installation, commissioning, service and maintenance of industrial control systems for hazardous, onshore and offshore areas, incl.: PLCs, man machine interfaces, low voltage components and AC/DC drives.
The portfolio includes PLCs, SCADA, PITCH, CMS, redundant network solutions and control panels. Systems are engineered to customer requirements. Typical applications include wind turbines, substations, wind farms, renewable installations and industrial applications. Software is developed for PLCs, computers, man machine interfaces and drives using both Mita-Teknik and 3rd party software development tools.

Quality Policy
It is the Quality Policy of Mita-Teknik to continuously optimize the experience of our customers. We aim to meet our customers’ expectations and requirements by building our solutions on Know-How and Experience and working with a high level of integrity.

Quality Goals
In order to live by our Quality Policy we have set ourselves three objectives that correspond to each of the three elements in the Quality Policy. Each objective is measured on a monthly basis and current status is shown on the front page of our internal Quality Management System, Q-Net.

Optimize Experience – on a regular basis we survey our customers in order to understand their most important needs and requirements better, and measure how well we are performing in meeting those needs. These surveys form an important basis for internal improvement action plans and Suggestions for improvement from our customers.

We meet Customer Expectations & Requirements – we also measure our own Security of Supply in order to ensure that 98% of our orders are delivered on time in the right quantity and quality. And that is with one of the market’s shortest lead times.

We work with Integrity – working with a high level of integrity on a global scale is of the highest importance to us. This also means continuously improving and listening to all the feedback we get – from customers and employees alike.

In order to ensure this, we measure number of Suggestions for Improvement processed and decided upon within 3 months of being submitted. We also monitor that all NCR’S (Non Conformance Reports) are processed and acted upon, with corrective and preventive actions.

“We want to be the preferred partner in the wind business and we constantly work at optimizing the way We Make Wind Competitive.”
Jesper Andersen, CEO
In Mita-Teknik, we believe in Global Leadership and Local Management.

All functions are global and work with the same approach, tools and processes to ensure consistency in quality and standardized procedures.

Each of our locations in China, Ukraine and India has local management to ensure that every local organization has the mandate and the decision-power to act with flexibility and effectiveness.

At our headquarters in Denmark, we develop and build the global management systems with the know-how and experience that has accumulated over 40 years. The management systems apply to and are accessible to all functions, locations and employees world-wide ensuring quick and easy knowledge-sharing across the organization and giving our Customers the response time they need – and the Quality they expect.

Global Functions

“Great people and great systems yield great results. It is one of the key drivers to our success and continued development.”

Xenia, Leader of People & Systems

Local Organizations

Quality Management Organization

Our Quality Organization consists of our Management Representative, our CTO and our Leader of Supply Chain. The Quality Management Team reports directly to the CEO, who personally surveys the output of the QMS process on a regular basis.
Quality Management Processes

Management System

Our Management System consists of Q-Net, CRM, AXAPTA and our Shared folders. Q-Net is the user interface to our Quality Management System, it contains released processes and instructions to follow when working at Mita-Teknik. CRM is our Customer Relations Management System, AXAPTA is our ERP System which handles orders, storage etc. and the Shared folders is where we share documents and data within the organization.

Internal Audit

The purpose of the internal audits is to uncover, if the processes described in the Quality Management System match the actual work carried out every day.

Going through daily work procedures with the employees, who are specialists in a given area, we occasionally detect areas, where the process and what we do in real life are not aligned. From these findings and input from the employees, we prepare a report with Findings and Suggestions for Improvement. Based on the report, the Management Team reviews and decides where to make changes.

Monthly Quality Management Reviews

The Quality Management Team meets every month and goes through an analysis of the recent month’s NCR’s and Software bugs in order to identify any patterns or irregularities. They also go through Suggestions for Improvements that have been submitted in the past month and identify a person responsible for each suggestion.

Corrective and Preventive Actions from the previous meeting is followed up on, as well as ongoing action plans for Suggestions for Improvement.

Annual Quality Management Reviews

Once a year, the Quality Management Team meets with the Global Management Team. The Quality Management System is owned by the Global Management Team and on the annual meetings they survey the validity of the system, level of implementation and ensure that necessary resources are dedicated to ensure the continued development of the system.

Improvements to the Quality Management System are identified and approved at the Annual Quality Management Review meetings, as well as improvements to our Products that have been identified from customer feedback or Customer Requirements.

“Our employees are the engineers behind our high level of Quality. They take responsibility, ask questions and act proactively, whenever they see a potential for improvement.”

Carsten, Leader of Supply Chain
“Our Quality System is continuously updated as employees contribute with feedback on how we can make the system even smarter, simpler and easier to use or have discovered new best practices to share with the organization.”

Trine, HR & QM Coordinator

Quality Management System

Q-Net

The interface of our Quality Management System (Q-Net) is an online website accessible to all of our employees worldwide. The website encompasses every important process identified to ensure Great Product Quality – and it is also an effective tool for training new employees and support internal knowledge-sharing in every aspect of our business.

Q-Net ensures that everything designed, developed, manufactured and tested in Mita-Teknik is done according to the same standards and procedures everywhere in the world.

The job description of every employee is visible in the Quality Management System to ensure visibility of competences and trainings required in order to perform the tasks related to each employee.

This links directly to our People Development Tool in which our employees are assessed on an annual basis ensuring synergy and a strong connection between employee development, our company strategy and the continuous improvement of our overall Quality.

Think Quality is one of our Core Values and this is truly demonstrated in the ownership that our employees show in the Quality Management System, especially during our regular audits.
“As Q-Points, we provide the necessary practical knowledge that helps ensure that improvement efforts are effective and useful to the entire organization and support the implementation of processes in the everyday work.”

Lars, Q-Point

Quality Representatives

Q-Points

As an important part of our Quality Management System, the Quality Management has nominated employees as Internal Quality Representatives or Q-Points.

Q-Points are Trusted Quality Representatives within the organization, who are chosen based on their:

- High sense of Quality
- Expertise within their Area of Responsibility
- Commitment to Learn & Share

Role & Responsibility

The Q-Points are each assigned an area of responsibility in the Quality Management System (QMS), which they are required to survey regularly for changes or updates according to the actual work performed in the area.

The main responsibility of the Q-Point is to report back to the Quality Management Team, whenever they observe discrepancies in the QMS, such as:

- A missing process, instruction, template or formula
- A missing update or revision
- Outdated processes, instructions or templates in the system
- Formula or links that are out of order or inactive

The Q-Point will also be responsible for increasing awareness with co-workers in his/her department of all important processes and documents in their area of responsibility.

Planning & Preparing

The Q-Points assist the Internal Auditor Team in ensuring that all documents are prepared and presented to the auditors during an Internal Audit. During audits Q-Points will participate and be available for questions.

The Q-Point is the natural go-to person for his/her colleagues:

- Informs on upcoming audits
- Informs on changes in the QMS
- Ensure that Questions are brought to the Quality Management Team.
Continuous Improvement

Suggestions for Improvement

Employees fill in our Suggestions for Improvement-form on Q-Net and the suggestion is then submitted to the S.I.D. (Suggestions for Improvement Database) Each month the Quality Management Team review all new suggestion in the database. When a Suggestion is found valid, relevant and possible to implement within current budgets and resources, an action plan is decided upon for implementation of the Suggestion and a task owner is appointed.

If the Suggestion has cross-organizational or product impact, or if additional budget and/or resources are required for implementation, the Suggestion is presented to the Management Team for further evaluation.

All Suggestions are stored in our database, both implemented, rejected and suggestions that have been put on hold, as we believe that Suggestions that might not be relevant right now, might serve as great inspiration at a later point, when new strategies and plans for the future are developed.

Our process for Suggestions for Improvement ensures that we continue to focus on improving and provides a direct line of communication all employees to submit their ideas to the Quality Management Team.

IPR Policy (Intellectual Property Rights)

Mita-Teknik is engaged in Research & Development (R&D) work of considerable importance. R&D work includes development of intellectual property know-how, copyrights, designs, products, processes, software and other inventions, which can be commercially exploited either with or without registration under the Patents Act/Copyright Act.

Mita-Teknik encourages employees to proactively identify commercially valuable IP, IP suitable for protection and to exploit developed IP to create growth and competitive advantages.

“As the wind industry - we adapt and evolve, and we continuously strive to be at the absolute forefront of control automation in order to meet the market’s demands - present and future.”

Jesper Andersen, CEO
Software Implementation

Our Software Implementation process ensures that we track and control the software development. In order to ensure robustness and reliability in all of our software, we use well-defined software development methods.

Establish Working Sandbox
- Check out project from CVS to establish working sandbox

Make/Modify source SW
- Make or modify software as needed, changed or updated

Run Test
- Run tests to verify functionality

Commit to CVS
- Commit all changes to CVS

Review Code
- Make sure changes are reviewed

Commit to CVS and build Alpha
- Commit final revisions to CVS and build Alpha release for test

Run and document functional test
- Carry out complete functional test and document test results

Testing

Functional Tests

Our software is tested on functionality, compatibility and performance by our developers. Furthermore, the software is evaluated with the Klocwork source code analysis tool, which scans and analyzes the source code and verifies that it is in the required high quality before Integration Tests.

Each hardware item is tested separately to make Integration Test trouble-free. Hardware testing includes HW verification, EMC, Vibration, Climate and HALT tests.

Integration Test

When the Functional Software Test is passed, the software is considered a Release Candidate and ready for the Integration Test, which ensures that all parts (HW/SW) are functional, when integrated. This process is divided into several repeated steps, depending on complexity.

The Integration Test is carried out by a “Quality Assurance Team”, independent from the Development department. We carry out Integration Tests to verify requirements, performance, reliability and user experience.

All results and reports are archived in Testlink.

System Test

The System Test is carried out, whenever we consider it necessary to test and verify that the product is functional in a System Perspective.
Automatic Panel Test

To make sure all our products in a series production are ready for real life conditions we build an Automatic Panel Test setup, that generates a complete connection and function test.

The test equipment consists of a Generic Test Cabinet fully equipped with a PC and PLC running the test software. The product is tested through Product Specific Interfaces and a technician is given the actual product test data in text and pictures via a visual user interface. The technician is the hand, eyes and ears of the test, but have no direct influence on the result.

By implementing fully automated tests, we have reduced our overall testing time significantly – and directly improved our customers’ competitiveness. Furthermore we have eliminated the risks of human error, and we ensure the consistency in product quality that our customers need.

Supplier Cooperation

To ensure a high level of quality in every part of our value chain, we define and set the requirements for the outbound quality control at each of our component suppliers.

We evaluate our suppliers on four strategic parameters to ensure that we continuously monitor the performance and general status of the relationship with each of our suppliers.

We also carry out Supplier Audits when starting up cooperation with new suppliers and when we experience repeated problems or misunderstandings with existing suppliers.

Quality throughout the entire Supply Chain

Shipping & Transport

Mita-Teknik puts great emphasis on correct delivery and safe arrival of our products. Consequently, all of our shipments are carefully packed in order to withstand the conditions the products are exposed to during shipping.

We know that our products travel around the world, so partnering with our shipping and transport suppliers in order to ensure Great Quality to our Customers is an important part of our Quality Management System, which undergoes internal and supplier audits on a regular basis.

“Product Quality is fundamental to Mita-Teknik and to our Customers, and the Automatic Panel Testing System ensures that.”

Karsten, Q-Point