Europe Quality Policy

Policy Statement

Fujitsu is committed to continually improve the way we work and ensure customer satisfaction is met or exceeded.

Fujitsu in Europe is responsible for adhering to international and required industry standards, regulations, and legislative requirements, at a regional and country level, in addition to any standards specifically required by individual areas of the business; adherence is intrinsic in Fujitsu's ability to hold and maintain our certifications and registrations to international and industry standards required by our customers.

The Europe Business Management System (EBMS) includes policies and processes designed and maintained in conformance with the requirements of relevant international and industry standards, models, and codes of practice adopted by the business. Internal and external audits will be conducted to ensure the EBMS and associated company Intranet pages maintain compliance and uphold our certifications and registrations.

It is the responsibility of everyone within Fujitsu in Europe to follow the policies and processes defined within the EBMS and associated company Intranet pages.

EBMS processes shall be implemented locally to the extent applicable (e.g., through procedures and work instructions). If there is a requirement for an EBMS process to be rewritten locally, an exemption must be approved by the relevant EBMS policy or process manager. All such exemptions from the EBMS will have a defined business justification.

Where Non-EBMS processes have been developed locally; these shall be maintained in accordance with certification, registration and compliance requirements and in support of the EBMS. Such local processes shall be subjected to internal and external audits.

Measurable Quality objectives, aligning to the Fujitsu in Europe strategy, focusing upon continual improvement and customer satisfaction are to be established and documented at the relevant business and functional level. (Note that Quality objectives can also be referred to as business or operational objectives or targets)

It is the responsibility of management at all levels to:

- communicate and promote the use of the EBMS
- identify and mitigate risks and take advantage of opportunities
- ensure conformance to the Business Management System, and report any exceptions through official channels
- support in the arrangement and execution of internal and external audits
- support in the development and implementation of corrective action plans if nonconformities are identified during audits
- establish, communicate, and monitor our Quality Objectives that are designed to support the strategic direction of the European Organization.

Governance of the EBMS and its constituent elements is a responsibility of the senior leadership executives of Fujitsu in Europe.

Scope

The Scope of the Policy covers all Fujitsu employees within Europe.