



Our quality policy and work with continuous improvements

Wenell is a quality accredited company and member of Almega Utbildningsföretagen. This means that we live up to the high-quality criteria set by Almega Utbildningsföretagen.

Wenell works to provide various forms of competence development in leadership, change management and project management as well as to offer the market qualified advice to develop the ability to use the project form to achieve social and business goals.

Our business concept is to, together with our customers, create and utilize practical project forms that provide increased energy and sustainable success.

We secure customer benefit and value by working closely with our customers in all assignments, as well as in structured processes.

Our operations shall always be following applicable laws and relevant requirements.

We work to continuously develop and secure our employees' skills through both external and customer-driven skills development. We actively drive the development of our network with customers, partners, as well as universities and colleges. The knowledge and experience that the consultants acquire in the assignments is utilized and developed in future assignments.

Our operations are continuously monitored and improved with a focus on:

- Customer satisfaction
- Cost-effectiveness and profitability
- Development

Each individual consultant is responsible for delivering customized solutions with a high knowledge content at the right quality and benefit for the customer's business.

Our customers should be satisfied, and our ambition is that each customer should be a good reference for future assignments.



Our way of working with continuous improvement

The evaluations that are made continuously after each completed training form the basis for our development and improvement work, as well as the annual operational planning.

As a rule, we always contact customers/course participants directly when we receive information that our routines have been broken in some respect or that the implementation of an assignment has not been satisfactory.

We continuously compile the results from our open courses and report them openly to all staff.

We regularly carry out impact evaluations of our training courses where we evaluate the perceived benefit of completed training and experience in general as a basis for our continuous improvement work, our upcoming development projects and our ongoing business planning.

All experiences from our evaluations and completed assignments also form a starting point for our internal meetings, which are conducted 4-6 times a year with the employees in Wenell.

Each employee has a great personal responsibility for achieving the right quality. The responsibility also includes providing feedback and, together with colleagues and management, rectifying quality deficiencies.

Wenell's CEO has overall responsibility for leading, following up and developing Wenell's total quality work. This is done by identifying and measuring relevant comparative figures (e.g., customer satisfaction, number of course participants, etc.) over time and initiating improvement measures to handle deviations and ensure continuous improvement. The Board monitors this work annually.

Stockholm September 3 2024

A handwritten signature in blue ink, appearing to read "Tommy Olin", positioned above a horizontal line.

Tommy Olin, CEO