



# Quality and Maintenance Policy

DSB

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**Department responsible:** Executive Vice President, Operations

**Approved by:** The Executive Team

**Date:** 28 October 2025

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## **1. Introduction**

The Quality and Maintenance Policy sets the framework for how DSB Maintenance works with safety and customer requirements, delivers services of the agreed quality on time and continues to create improvements.

## **2. Purpose**

Our basic position is that our customers must be able to take quality and safety for granted – but we must never do so! Quality and safety are inextricably linked.

## **3. Our ambition and targets**

The quality of the maintenance tasks carried out at DSB Maintenance is crucial for DSB's and our customers' overall safety, punctuality and satisfaction.

The maintenance tasks at DSB Maintenance consist of inspections, repairs and supply of rolling stock.

## **4. How we achieve our ambition and/or reach our targets**

We comply with the policy by:

- Having a certified maintenance and quality management system
- Ensuring that everyone knows and understands their roles and responsibilities
- Demonstrating by audit that we comply with and develop the quality management system
- Setting targets for our quality and safety efforts and following up on performance
- Ensuring that our employees maintain and develop the right skills
- Maintaining management focus on initiating corrective measures when deviations are detected, with a focus on learning and prevention of recurrence
- Working proactively and in a structured manner with risk management
- Working in a structured manner to ensure and implement continuous improvements in our production
- Supporting a culture appreciating that mistakes can happen and may be safely reported
- Ensuring that it is simple to act in a safe manner and deliver quality

- Collaborating with relevant internal and external stakeholders in relation to maintenance activities affecting rail safety

#### **4.1. Impacts, risks and opportunities**

The Quality and Maintenance Policy sets the framework for our efforts to ensure that DSB Maintenance meets the necessary quality standards. We continuously follow up based on an overview of activities initiated, including their impacts with respect to risks and opportunities in strategically selected focus areas.

We also regularly follow up on compliance and development of the Quality and Maintenance Policy through internal and external audits.

#### **5. Organisation, responsibility and approval**

The Quality and Maintenance Policy covers all employees at DSB.

The Executive Team of DSB has the overall responsibility for approving the policy.

The Executive Vice President, Operations is the owner of the policy.

The policy is reviewed once annually.