

Quality policy BLIX

BLIX Consultancy BV (hereinafter referred to as BLIX) is an independent consultancy firm, based in Utrecht, active in the field of wind and solar energy on land and at sea, hydrogen and in adjacent sectors, in Europe, Asia and the USA.

Our **mission** is to be at the forefront of the energy transition.

Our **vision** is to help our customers develop, realise, and optimise renewable energy and grid projects by providing excellent technical, contractual, and strategic services.

BLIX does this based on three commercial fields. These commercial fields are offshore wind energy, onshore wind energy, and strategy. Individual experts or teams of experts carry out work in all process phases from idea to management. They work on projects and can be used in the feasibility, development, contracting & financing, construction, operation & maintenance, and repowering/decommissioning phase.

The spearheads of BLIX's quality policy are implemented in conjunction with defined quality objectives. These spearheads are:

- customer wishes and customer satisfaction;
- continuous improvement of knowledge and quality;
- transparency of the quality policy for stakeholders.

BLIX achieves this in the following way:

1. BLIX is committed to continuous improvement of the processes leading to an effective and efficient quality management system in order to guarantee a good quality of its services and high customer satisfaction. The constant, structured focus on improvement contributes to BLIX's policy and strategy.
2. BLIX wants to provide its customers with the best possible service. With the implemented quality management system, BLIX strives for continuous improvement of its processes leading to an optimal answering of customer questions, high customer satisfaction and thus expects to meet the expectations and requirements of stakeholders to a large extent. The quality policy can be requested by all interested parties.
3. In addition to quality, knowledge is a distinguishing factor in the world of sustainable energy. By following education, training and coaching, employees and management continue to improve themselves continuously, both in terms of knowledge & skills and on a personal level. New employees are guided throughout the process, and new (assistant) project managers are being trained by the team. A continuous focus on the quality of services provided by the freelancers and transfer of the acquired knowledge is an essential part of developing and retaining knowledge.
4. By conducting internal & external audits and management reviews, a continuous improvement of quality will be achieved.

5. By setting quality goals annually, direction will be given to the growth and quality level of the organisation. The management regularly monitors the progress of the quality goals and based on the findings; quality can continuously improve.

In this way, BLIX contributes to creating a sustainable future.