

# Indexator's philosophy





# Indexator's philosophy

Indexator Rotator Systems has always worked with visions and strategies. They are described below and function as a support in business decisions at all levels.

Before a decision is made, there must be prioritizations. In which direction are we headed? What is most important? What do we stand for? Indexator's philosophy is helpful in these situations.

It should also be viewed as the way our business is conducted, at any level in the organization, in any country or any market where we operate.

The following pages provide a more in-depth description of Indexator's business concepts, visions, customer promises and the company principles.



# Business concept and vision

## Indexator Rotator Systems AB

### **Business Concept**

Indexator Rotator Systems manufactures rotators with accessories for attachments used in construction, forestry and material handling equipment. We have customers around the world. It is through constant development that we meet our customers' requirements for high functionality and product value.

### **Vision**

Indexator Rotator Systems must be seen by customers as the world-leading supplier and development partner of rotator solutions. By offering the best products and the strongest brand, we can provide customers with significant added product value.



# Employee teamwork and leadership

## Employee teamwork

Indexator Rotator Systems is a workplace that aims for enjoyment and personal development.

For Indexator Rotator Systems to provide customers with what we have promised and to lead development, we need creative and involved employees to maximize their skills and initiatives.

Each employee has the responsibility to contribute towards both workplace and personal development. We take responsibility and show respect to our surroundings, thinking about how our behavior affects our colleagues, business partners, customers and suppliers.

We are convinced that the combined abilities of a group is greater than one individual's contributions.









# Employee teamwork and leadership

## Leadership

Leadership at Indexator Rotator Systems is based on a positive view of people, where a person's potential must be fully utilized. Diversity and equality in the workplace are seen as strengths which contribute to efficiency, profitability and enjoyment.

As a manager, you must stimulate and motivate your colleagues to continuously develop and improve, as well as leading by example. Mutual respect between you and your colleagues is a fundamental base for this development.

As a manager, you gain respect by being honest, responsible and by acting with courage and integrity.

Through open communication and constructive feedback, you create involvement, as well as clarity in what is expected from each employee.



# Our customer promises

**Indexator Rotator Systems always promise three things to the customer:**

## **Precision**

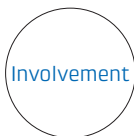
- Our products are technologically world-leading and maintain the highest possible quality.
- We supply the right products at the right time and to the right place.
- We keep our promises and do not promise more than we can deliver.

## **Involvement**

- We display understanding of and involvement in our customers' own business.
- We are sensitive to our customers' wishes and viewpoints.
- We are professional and efficient problem solvers.

## **Added value**

- Our products provide the best total cost for the customer.
- Our products increase our customers' flexibility.
- We create new business opportunities for our customers.





# Indexator's principles

Indexator's philosophy has three principles:

**Right from me**

**Continuous improvement**

**Long-term perspective**



# Indexator's principles

## Right from me

All employees of Indexator Rotator Systems are an important link in the internal chain of deliveries from person to person.

Each part or task that we forward in this value chain is transferred in such a way that we avoid unnecessary work for the recipient.

It is therefore important that we give each other feedback on what has been transferred in order to constantly improve the work we do.





# Indexator's principles

## Continuous improvement

In order for us to develop and to increase our abilities ahead of our competitors, all employees of Indexator Rotator Systems must constantly improve their own work.

Working methods and routines are constantly challenged and refined to become safer and more efficient. These new methods will also be designed so that our processes are safe and stable with minimal variations.

An important part of the improvement work is to eliminate waste. We have to keep asking the question:

*Does this provide actual value to the products and services we offer the customer?*



# Indexator's principles

## Long-term perspective

Indexator Rotator Systems has a long-term vision. We always aim to do what is right, even if it is not always profitable in the short-term.

This is the fundamental commitment we have made to our customers, suppliers, society, the environment and each other.

Through a continuous long-term learning curve, we are creating a stable and strong company which is always improving.

Decisions made within the company must be well-founded and stable, based on reasoned, factual analysis. Subsequent decisions can then be implemented quickly and effectively.



# Our priorities

Prioritizing is a natural part of daily work.

At Indexator Rotator Systems, we have four priorities based on the order in which we ask ourselves questions before making decisions.

- 1. Safety and the environment**
- 2. Quality**
- 3. Delivery**
- 4. Economy**



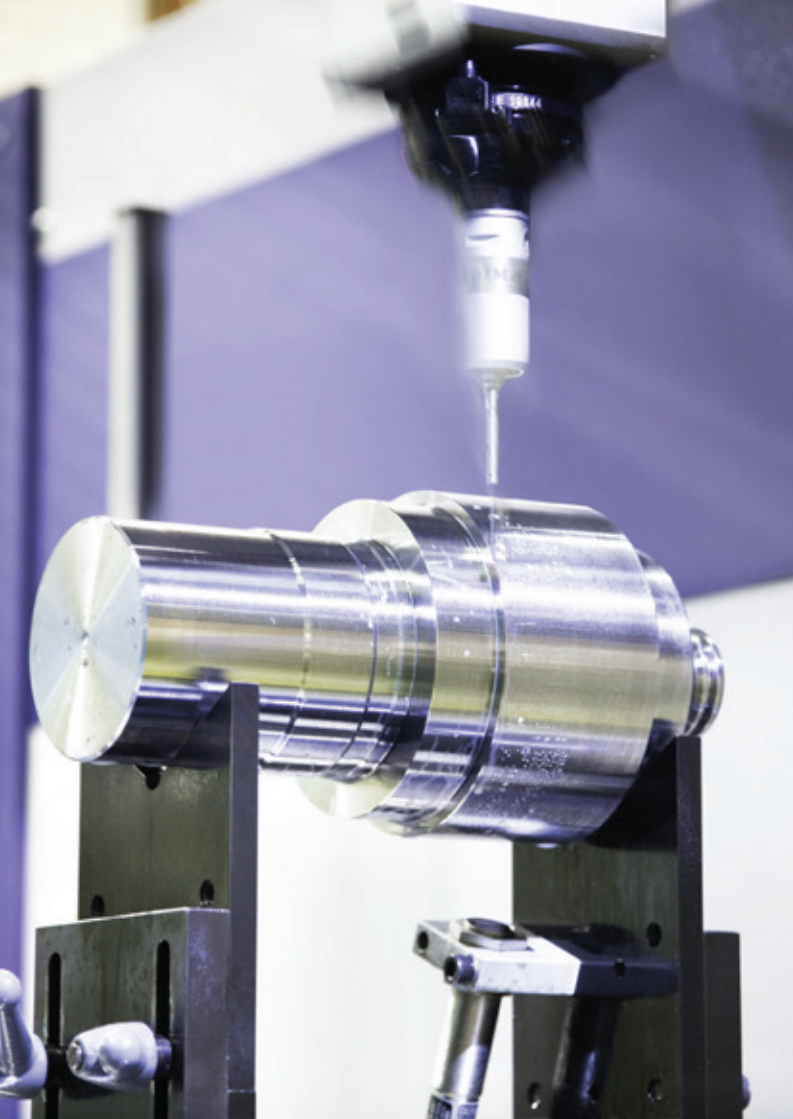


# Our priorities

## 1. Safety and the environment

We always look for new creative working methods to meet our obligations. However, we always put safety first.

Before we proceed in making any decision, we must be sure that we are not compromising safety for our colleagues, customers or the environment.



# Our priorities

## 2. Quality

Before any delivery, we must ensure that the product maintains the level of quality that the customer expects.

The quality must start from the very beginning and therefore simplifies other functions further down the chain.

Constant improvements are a priority throughout the entire company and are the tools we use to maintain the right levels of quality.



 **Indexator**  
Rotator Systems

The image shows a close-up of a cardboard box for Indexator Rotator Systems. The box is secured with green straps. The logo and company name are printed in blue. Below the main text, there is a small white label with black text.

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 **Indexator**

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# Our priorities

## 3. Delivery

Our customers must be able to rely on us delivering what we promised, when they want it and in the correct quantities.

Our work to shorten lead times to meet customer requirements is always in focus.



# Our priorities

## 4. Economy

A long-term view at all stages is important to Indexator Rotator Systems profitability.

Cost must not be a short-term fix over safety, quality or delivery. Cost is instead based on everyone's long-term work on continuous improvement.

This approach creates more added value in the long run for the customers, our colleagues and the company owners.



# Notes

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Indexator Rotator Systems is the world-leading manufacturer of rotators and ancillary equipment. Our products are used for forestry, general cargo handling and material handling in over 40 countries spanning five continents. With proud heritage in Vindeln we offer a unique combination of technical competence and quality. We work actively with basic values and are keen to create a positive working environment where everyone has the opportunity to develop.