

## QUALITY POLICY

**AIRTÈCNICS GROUP**, maintains quality objectives to ensure that our products and services meet all our quality specifications and satisfy our customers' expectations **and all legal requirements.**

Management establishes, assumes and communicates to its staff the present quality policy (same as the previous year) based on the following objectives:

1. *PRODUCT QUALITY*

To guarantee the **quality of our products** applying methodically a **Quality Management System**, according to **ISO 9001:2015**, which provides for the **planning, implementation, control and improvement** in all its processes.

2. *CUSTOMER SATISFACTION*

To ensure the **total satisfaction of our customer** by the compliance of the specified requirements, as well as not established by the customer but necessary for specified use and always following the legal and regulatory requirements related to the product and service.

3. *CONTINUOUS IMPROVEMENT*

To apply the obtained conclusions through the indicators, reports and other information of the quality management system through **continuous improvement** in order to optimize existing resources and, at the same time, to achieve a greater customer satisfaction.

Also, to ensure that the implementation of this assurance system of quality is a dynamic and participatory process involving all departments of the company, we propose ourselves:

- **To involve and motivate all company staff** to achieve the objectives of this policy established by Management, promoting training, participation and team work.
- To ensure an **effective communication** with our suppliers and customers (both internal and external), improving the communication system to make more fluid the information between those involved.
- To increase the knowledge **of the internal workings and responsibilities of each workplace** within the company.
- **To improve the effectiveness of the company**, using available resources with maximum efficiency.

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Management  
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