

QUALITY POLICY

One of the main objectives of **ZAFFERTEC SLU** is to offer the highest quality in all projects. Along these lines, we have implemented a Quality Management System based on the reference standard UNE EN ISO 9001:2015.

Within this business policy, the Management is committed to provide the necessary human, technical and organizational resources to follow the following principles:

- ✓ Effectively manage, control and develop processes and activities in the provision of services.
- ✓ Continuously improve processes and effectively assign roles and responsibilities.
- ✓ To consider Quality as a strategic element in the organization and to raise awareness and motivate professionals on the importance of the implementation and development of a quality system.
- ✓ Meet the needs and expectations of interested parties, ensuring the quality of products and services provided.
- ✓ Comply with applicable legal requirements and other requirements that the organization subscribes.
- ✓ To guarantee the fulfillment of the requirements of our clients, following and controlling their satisfaction, as well as other groups of interest.

With the development of these actions, **ZAFFERTEC SLU** is committed to the continuous improvement of the efficiency of the Quality Management System.

In addition, in order to ensure that this Quality Policy is complied with, the Management is committed to define quality objectives consistent with this policy and to periodically review the system to ensure its effectiveness, so that it becomes a permanent point of reference for the organization.

ZAFFERTEC SLU
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