



## QUALITY POLICY

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**VERTICE I ARAGÓN S.L.** is aware that the quality concept concerns all of the company's activities and the work of all of the people, and not the product made for sale. According to which the start and end of our management has to be to guide our efforts towards our clients so as to offer them, primarily and immediately, what they expect from our products and service capacity. Our quality philosophy are summarised in five points:

1. Our first and ultimate goal has to be to meet, or even exceed, our client's reasonable expectations, not just as regard products, but also in term of meeting deadlines, the awareness and adjustment of the costs, and the other considerations involved in the service. In the same way we have to continuously seek out improvements in the quality, costs and level of service we provide.
2. Our clients' satisfaction is achieved by means of the proper determination and satisfaction of the requirements for both the clients and to meet the internal and statutory ones and regulations.
3. The work has to be done correctly from the outset, avoiding defects rather than rectifying them later on. Thus, it is necessary to give priority to preventing defects so as to avoid correcting them when they appear. This is why it is necessary to do things right at the start.
4. The quality of our products and services is very much influence by the quality of the products bought and the provisions of the services contracted. This is why we have to work closely with the suppliers to this end.
5. Every member of our company has to know who our clients are and what they expect from our Work. The Management must obtain a commitment to quality from all of the employees of the organisation, and to collective responsibility. The idea that the employees have to abide by their commitment to quality participating in continuous improvement programmes will be promoted.

The Management is aware that in addition to providing the material and human resources for carrying on our work, all of the staff need to understand and apply the guidelines that stem from our policy. To do this, the General Management encourages and supports an on-going training programme for all of the staff of our company.

Our Quality Management System is based upon the EN 729:1994 and UNE-EN-ISO 9001:2008 standards. This does not describe a static situation but rather, in the same way as with the rest of our processes, we seek the principle of continuous improvement. This Quality Manual is mandatory for all of the company staff and so are the procedures, in those activities that it affects. The staff have the obligation to understand these and satisfy them.

MANAGEMENT  
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