

## QUALITY POLICY

**Aitiip is a Center for Innovation and Technology which purpose is** "To promote business, cultural and technological development within the industrial sector. It materializes in providing technology and innovation services to companies in the plastics transformation sector and other strategic sectors of action; Thereby contributing to improve the competitiveness and technological development of the companies themselves through the development and transfer of innovative technologies. Aitiip aims to become the technological benchmark for companies in these sectors."

To drive successfully management through quality, we have define a general policy:

### CONTINUOUS IMPROVEMENT:

Our Clients must be sure that working with us is the best option. We have excellent professionals in each area of work, we have the best means and we dedicate all our effort to increase day to day our Clients' satisfaction, anticipating their needs. In this sense:

- **We have established** a Quality Management System in accordance with the ISO 9001 and EN 9100 standards, updating the Management Manual and the remaining documents continuously updated, continuously improving its efficiency.
- **We have established** the coherence and coordination with any other policy that is defined ensuring that it is known, implemented, maintained and continuously adequate to the existing needs.

### FULL CUSTOMER SATISFACTION:

Aitiip is a dynamic company that seeks a direct contact with the clients with the aim of getting involved in each project taking into account the needs and concerns of the customer and boosting the quality of the service that we offer. For this we must ensure:

- **To meet and satisfy** the needs, as well as anticipate their expectations through a permanent contact and applying our extensive experience, guiding in any case our commitment to the fulfillment of our clients' requirements and those applicable legal and regulatory requirements.
- **Ensure the provision of reliable, secure and excellent products and services**, in accordance with their requirements with a quality / price ratio and delivery deadlines that fully meet their needs and expectations.
- Our customer service can not depend on permanent control. As we grow, **each Aitiip member has to take responsibility for their tasks to the level that corresponds to them**, having the authority and capacity to organize the activities to achieve customer satisfaction, counting with the full support of the manager.

### COMMITMENT:

The main asset of Aitiip are its workers, so the managers of the entity must:

- **Continuously improve the efficiency** of the quality system and meet its requirements.
- **Train and motivate** the personnel to be integrated and participate in the system of quality assurance.
- **To create the right conditions** in the different areas of work of the company to facilitate the expression of new ideas and proposals necessary to develop improvement processes.
- **Reduction of failures**, with the consequent increase of productivity and profitability. It is necessary that each one improves his own work, that the procedures of the company are more agile, efficient and economic, and that actions and programs aimed at prevention rather than correction are established.