



QUALITY POLICY

FERGA management has established and implemented a Quality Management System based on the requirements of the UNE-EN-ISO 9001:2015 Standard aiming to focus our efforts in the satisfaction of our clients so that we can meet their expectations related to our products and our capacity for customer service.

This implementation will be performed taking the necessary steps in the process management and adopting a mentality based on risk removal, seizing opportunities and the prevention of undesired results.

Our system aims to keep the efficiency, security and reliability of the developed activities, ensuring the best possible quality in our processes and services through the following principles:

- Our main goal is the satisfaction and even the overcoming of our Clients necessities and expectations, prioritizing the faults prevention, searching and keeping the Client trust in our products and services. This way we improve the effectiveness in the relationship with our stakeholders.
- Improve our quality service, encouraging a good work environment and spirit of participation on the workers side.
- The basis of a **steady improvement** and FERGA development is the continuous training of our staff and an agile internal communication which makes possible the exchange of experiences between our staff.
- It is essential the collaboration with our suppliers in order to get them integrated into our productive processes and involved in obtaining the highest levels of quality of our products and services.
- The constant innovation of our products and services to offer our clients and consumers the maximum performance possible in every moment, opening new markets and new opportunities, searching the excellence and the leadership in our sector.
- To comply with the current legislation and legislation, with our clients requirements, as well as any other requirement to which the company may subscribe and other applicable regulations.
- To take this Policy for the establishment and period verification of the Quality Objectives.

FERGA materialise through the implantation and maintenance of a Management System, the execution and the continuous improvement of these commitments.

Signed:
Director

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