

POLITICA DE CALIDAD

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The management of **GRUPO BERRIZ DE FORJA XXI, S.L.** is responsible and committed to implementing and developing a quality management system based on the IATF 16949: 2016 and ISO 9001:2015 standards in order to achieve the following general objectives:

- Meet the needs and expectations of the customer and of the other actors of our organisation (employees, suppliers, management, etc.).
- Comply with specific customer requirements and legal regulations.
- Prevent failures before they occur.
- Reduce total quality costs.
- Improve relationships with our customers and partners.
- Involve suppliers in the development of their quality management system and continuous improvement.
- To make known to the whole organisation, revise and maintain the quality policy.
- Based on this management policy, the quality objectives are established, as well as the strategic management of our group. The quality objectives and strategic management are annually reviewed.

By applying the quality policy to all areas of **GRUPO BERRIZ DE FORJA XXI** we will achieve the maximum quality in our services. All the staff will try to develop a mentality of constant improvement in their work place, detecting not only the failures that occur and their causes, but also recognising potential failures in advance and their consequent elimination.

To meet these objectives, the management of **GRUPO BERRIZ DE FORJA XXI, S.L.** is aware that in addition to providing the appropriate material and human resources, the staff must understand and apply the guidelines that emanate from the documents that make up the quality management system. To achieve this, it supports and encourages a training and motivation programme aimed at all areas and people in the organisation.

The quality management system is defined in the quality manual, which aims to systematise and control all the phases or activities related to the quality of our service. This manual must be complied by all **GRUPO BERRIZ DE FORJA XXI, S.L.** personnel in those activities to which it is applicable.

Annually, the general management will establish a programme of quality objectives, which will be distributed to all the company's personnel, and whose evaluation will be carried out jointly with those responsible for the areas / leaders of the processes.

In Iurreta, July 2024,

Pablo Pontes

Signed by Mr. Pablo Pontes
General manager of **GRUPO BERRIZ DE FORJA XXI, S.L.**