



QUALITY POLICY

THERMAPREN, S.L. Its main objective is to provide customers with a service that meets their demands, providing real solutions to specific problems, complying with and respecting current legislation. To strengthen the commitment to Quality, the Organization has decided to implement a Quality Management system, in accordance with the international standard **UNE-EN-ISO 9001: 2015**.

Quality is a commitment of the company and an individual responsibility of each member of the group, which must be reflected in concrete actions that reflect internally and externally an image of Thermapren, S.L. that identifies with the professionalism and quality of service to our clients.

To achieve maximum customer satisfaction, we will apply and guide our system to achieve the following objectives:

- ✓ Constantly control that we respond at all times to the demands and expectations of customers.
- ✓ Commit to compliance with all applicable regulations and laws and regulations of those organizations and / or groups of which they are part of.
- ✓ Provide the appropriate means so that all staff can freely identify and eliminate obstacles that prevent quality improvement in their workplace to achieve continuous improvement.
- ✓ Consider continuous improvement a permanent objective that increases the quality perceived by our clients.
- ✓ Correct any non-conformities that occur, but putting means in prevention to avoid repetition.
- ✓ Consider the execution of the service deadlines, punctuality and maintain trust between our clients and suppliers as key points in the daily management of the company.
- ✓ Promote a participatory environment among employees, integrating the common objective and improving communications that facilitate teamwork, individual recognition and suggestions for improvement.

This Quality Policy is communicated to all company workers, through its exhibition in its facilities and is available to the public, with access to any person outside the company who so wishes.

Annually and coinciding with the review by the Company's Management, this policy is reviewed to see if it is necessary to add or modify any point for a change in the way the Company operates, thus allowing it to be at all times appropriate to the operation of the company.

Management

Textile transfers & Machinery
Thermapren S.L.
B-60936937