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## QUALITY POLICY

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Our customers' full satisfaction is the main goal in the way of doing business here at Microfusió Catalana. The quality assurance is the indicator of our performance based on our customers' experiences and our success in the market depends on our ability to meet and exceed their expectations. The commitment and participation of all our employees as well as their efforts and daily work is both necessary and essential in order to obtain an excellent quality, so each one of us is responsible for the quality in all our processes.

Microfusió Catalana is committed to fulfil the legislative and regulatory requirements as well as other voluntarily subscribed to. For the purpose of promoting initiative that contribute to the quality improvement of our products and thus guarantee the satisfaction of our customers, in Microfusió Catalana we prove the quality through the implementation of the following principles:

### **SATISFIED CUSTOMERS**

In Microfusió Catalana we commit ourselves to providing both products and services to our customers that meet or exceed their expectations. In order to achieve this goal, we listen to our customers and understand what they need to then implement sustainable improvements in all our products and processes. To that, we also offer a technical assistance service.

### **ZERO FAULTS**

The guiding principle of everything we manufacture is zero tolerance against faults in order to offer the highest quality. The way to achieve this is by taking preventive actions against them and by offering the best service possible, thus achieving operative excellence.

### **AMBITIOUS GOALS**

At Microfusió Catalana we set ambitious quality goals at all levels of our organization. Our objectives in regards to quality reflect clearly our business needs, reinforce the customer service and allow our employees to know how to contribute to the customer satisfaction and to the continuous improvement.

### **CONTINUOUS IMPROVEMENT**

Our way of working is based in the culture of the continuous improvement by the engagement and initiative of our employees. Said active involvement in our processes and customer service is the key to a successful future for both Microfusió Catalana and our customers as well.

Microfusió Catalana, in Arenys de Mar, February 2019



**MICROFUSIO**  
Catalana

Management