

## QUALITY POLICY

TECF3IR Management considers Quality a key factor for the success of our research team. Each team member is responsible of the corresponding functions.

TECF3IR Quality Policy is oriented to the fulfilment of the System Objectives, set up by the Management, and involving everyone working in the team, and scoped to permanent improvement.

To reach the Objectives, TECF3IR Management subscribes the following principle:

**We understand that satisfaction of our customers must be the main objective of our organization. We will direct our efforts to ensure the performance in the offered services, continuous improvement, obtained through the commitment of TECF3IR with Quality, and the prevention of non-conformities.**

To implement this principle, TECF3IR Management allocates the following resources:

1. Defining, implementing, and maintaining updated a Quality Management System in TECF3IR, which basic elements are developed in its Management Handbook;
2. Providing TECF3IR with the required resources to guarantee the fulfilment of the objectives of the ISO9001 certification, as well as those legally bounding, and others which TECF3IR may subscribe;
3. The satisfaction of our customers demands a commitment of responsibility to all of us: commitment of permanent improvement through our objectives and goals, optimizing human & material resources, constantly scoped to the improvement of our performance;
4. Training, sensibilization and participation: all the team members are responsible of the service supplied to our customers. Thus, this organization takes care of the training and sensibilization, and suggestions from the members are promoted;
5. Ensuring the constant review of the Quality Management System through internal audits enabling a critical review and ease its enhancement;
6. Review this Quality Policy periodically for constant improvement.

The Management

A handwritten signature in blue ink, appearing to read 'Javier', with a stylized flourish underneath.

Date: 10<sup>th</sup> June 2013