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FERVIK, SA, WITH HEADQUARTERS IN PALAU-SOLITÀ I PLEGAMANS (BARCELONA), IS A COMPANY WITH A LONG EXPERIENCE IN THE TRANSFORMATION OF PLASTIC BY INJECTION. WITH THE PURPOSE OF DEMONSTRATING TO INTERESTED PARTIES THAT OUR PROCESSES AND PRODUCTS, REACH THE HIGHEST QUALITY, WE ADOPT A QUALITY MANAGEMENT SYSTEM, ACCORDING TO STANDARDS UNE-EN ISO 9001: 2015. THIS SYSTEM, CONSIDERING STRATEGIC, IS BASED ON **THREE PRINCIPLES:**

- The quality of the products / service
- Customer satisfaction
- Continuous improvement

IN ACCORDANCE WITH THESE PRINCIPLES, THE MANAGERS ESTABLISHES THE **OBJECTIVES STRATEGIC** OF ITS MANAGEMENT AS THE FOLLOWING:

- Achieve full customer satisfaction by meeting their needs and expectations and complying with the contracted, legal and regulatory requirements.
- Build customer loyalty through full satisfaction.
- Maintain a high level of optimization and quality control of processes in order to achieve a system of continuous improvement.
- Achieve maximum motivation on quality in all suppliers and workers.

TO CARRY OUT AND COMPLY WITH THESE OBJECTIVES, IT IS THE POLICY OF THE MANAGERS WHOSE LEAD AND PROMOTE THE EXECUTION OF THE FOLLOWING **ACTIONS:**

- Maintain and expand, if applicable, the scope of the quality management system in order to be effective and efficient in accordance with the UNE-ISO 9001:2015 standard
- Establish the specific objectives and set the necessary indicators to analyze the quality of processes and products and, at the same time, follow the evolution of themselves.
- Ensure and provide the necessary technical and human means and resources so that the quality policy is understood and applied by the staff of **FERVIK, SA** and its suppliers.
- Ensure a proactive stance in the quality policy so that the entire organization staff and suppliers are part of the culture of service to the customer and achieve the best quality at the lowest possible cost.

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Manager

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