QUALITY POLICY

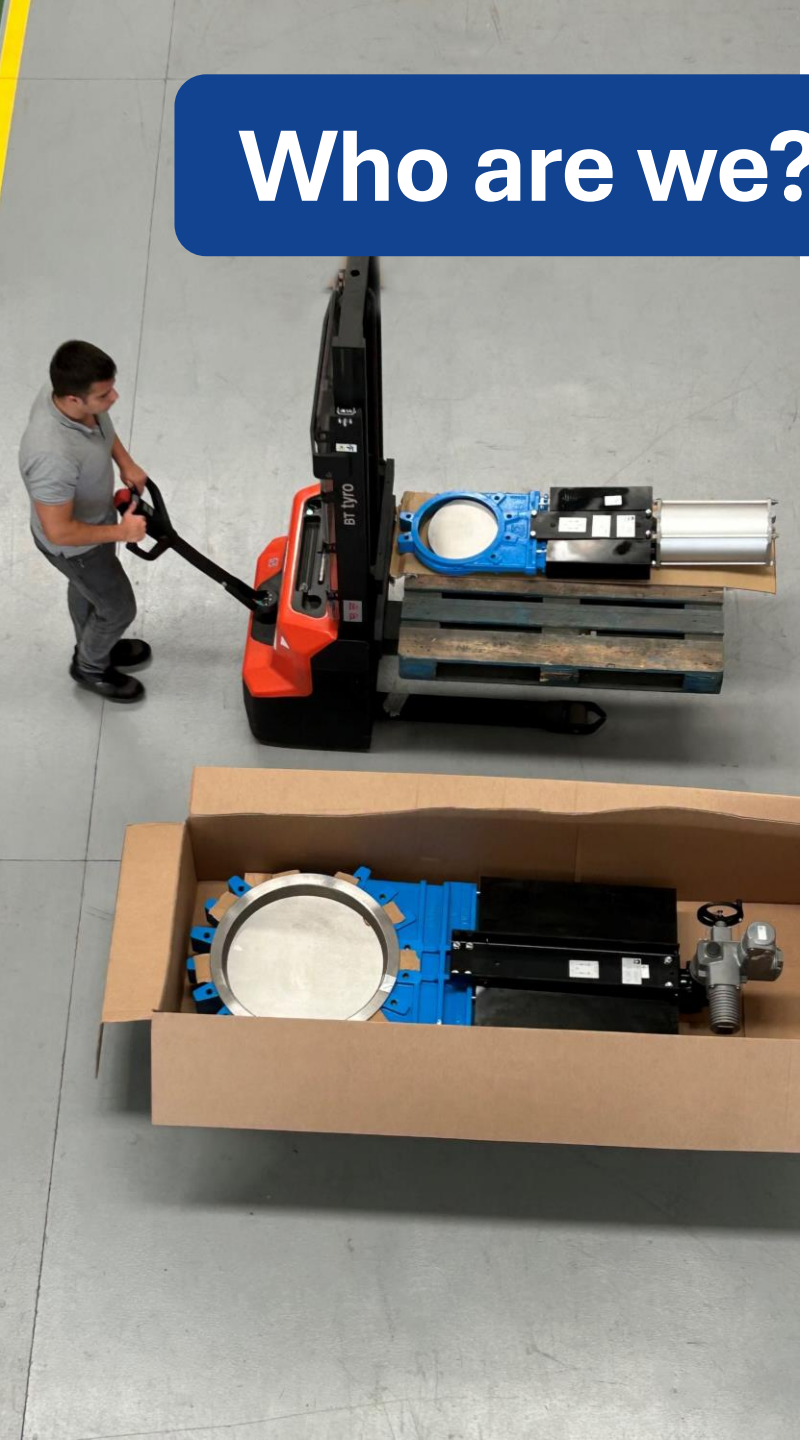
TECNOFLUID











Who are we?

Regulation and Technology for Fluids TECNOFLUID S.L., a company dedicated to the distribution of fluid control products for industry with technical advice and service, is firmly committed to providing its customers with quality service and technical assistance services.

This commitment to quality services and customer value is shared by the entire organization that aims to meet and exceed, whenever possible, the needs of our customers. For this reason, we implement and maintain a Management and Quality System based on the UNE-EN ISO 9001:2015 Standard for the scope of distribution of fluid control products for the process industry with technical advice and service.

How will we do it?



To fulfill this commitment, TECNOFLUID applies the following Quality Policy:

- We identify **the needs of our customers** in order to incorporate them into our objectives and make our products and services recognized as innovative and of high quality and appreciated to the market.

- We strengthen **our organizational structure** with clearly defined operational processes and with a periodic monitoring of its operation, with the implementation of the necessary actions for its continuous improvement, enhancing effectiveness and efficiency and the satisfaction of our customers.



How will we do it?

- We **monitor the expectations** of our stakeholders, the requirements and satisfaction of our customers to detect possible areas of improvement to incorporate in our action plans and thus achieve an improvement in the levels of satisfaction with our services.

- We employ **competent professionals** and train them adequately so that they can perform their duties with excellence, enhancing their personal and professional growth.

- We have sufficient **resources** to carry out our activity and we have physical and technological infrastructures that allow us to develop our services with quality.



How will we do it?

- We work **with top quality suppliers** with whom we establish relationships of trust, partnership and collaboration in search of common benefits and continuous improvement.

- We **ensure that our activities are safe** for our employees and customers.

- We comply **with the requirements of current legislation and regulations** applicable to our activities.

The entire TECNOFLUID team shares these objectives and the principles of action to achieve them.

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