



SUMASA's Quality Policy is to offer products and services that provide the greatest satisfaction of the needs and expectations of the interested parties. Through a Quality Management System ISO 9001:2015 adopted by the company and directing our efforts towards continuous improvement.

For all these reasons, we assume the following commitments:

- Ensure that all the requirements agreed with the interested parties are clearly understood and accepted.
- Develop our products, complying with all the legal and regulatory requirements that are applicable to us, in particular with Directive 2014/33/UE.
- Provide customer service as appropriate, cordial and effective as possible.
- The involvement, motivation and awareness of our staff on the importance of continuous improvement in the performance of our activities.
- Guarantee employees the level of training, motivation, awareness and technical means necessary for the efficient development of their activities.
- Have the necessary human and material resources for the development of this Quality Policy and the achievement of the objectives.
- Develop a maintenance and continuous improvement program through corrective actions and audits, as well as internal and external communication with interested parties.
- Treatment of Non-conformities in a collective and participatory manner.
- Achieve the integration of suppliers, as an essential part in obtaining the level of quality required by the company.
- Conduct periodic evaluations of supplier performance based on the monitoring, analysis, and classification of nonconformities identified in supplied products or services, ensuring the effectiveness of the supplier management process and continual improvement of the supply chain.
- Establishment of periodically measurable quality objectives, and the use of process indicators that allow us to continuously improve.

All **SUMASA** employees are involved in these commitments, therefore, Management requests the full involvement and collaboration of all in achieving these commitments.

SUMASA, through the dissemination of this Quality Policy and its periodic review, undertakes to ensure compliance with all the principles contemplated in it.

Josep Pons
Managing Director
Sant Llorenç Savall, 25/09/2024