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|  | <b>QUALITY POLICY</b> | <b>QP-01</b><br><small>Editing Format: 08/01/2020</small> |
| <b>QUALITY</b>  |                       |   |

**H. COLL** (VÍCTOR COLL JULIÀ), WITH HEADQUARTERS IN DOSRIUS, IS A COMPANY DEDICATED TO **DESIGN, MANUFACTURE AND COMMERCIALISATION OF PLASTIC TUBES BY INJECTION FOR THE THREAD INDUSTRY**. WITH THE AIM TO DEMONSTRATE TO ITS CUSTOMERS AND COLLABORATORS THAT ITS PROCESSES AND PRODUCTS ACHIEVE THE HIGHEST QUALITY, **H. COLL** CONSIDERS AS STRATEGIC THE ADOPTION OF A QUALITY MANAGEMENT SYSTEM ACCORDING TO THE ISO 9001:2015 QUALITY STANDARD. THIS SYSTEM IS BASED ON THREE **PRINCIPLES**:

- The quality of services
- Customer satisfaction
- Continuous improvement

ACCORDING TO THESE PRINCIPLES, THE MANAGEMENT ESTABLISHES THE FOLLOWING **STRATEGIC OBJECTIVES**:

- Achieve full customer satisfaction by meeting their needs and expectations and complying with contractual, legal and regulatory requirements.
- Reach customer loyalty through satisfaction.
- Maintain a high-level optimization and quality control processes to achieve a system based on continuous improvement.
- Promote and develop the innovation of **H. COLL** products to respond to the changing needs of customers.
- Achieve the maximum motivation in all interested parties regarding quality.

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

- Maintain all the activity of the company subject to the requirements established by the UNE-EN ISO 9001: 2015 standard.
- Establish the specific objectives and indicators to analyse the quality of processes and services and follow their evolution.
- Guarantee the necessary technical and human resources.
- Achieve the best quality at the lowest possible cost.
- Address risks and opportunities that may affect the compliance of the product.

**Víctor Coll Julià**  
**CEO**

August 30<sup>th</sup> 2021