



Quality Policy

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The ANJOSA Management believes it is necessary to establish, implement and maintain a System of Quality Management based on the requirements of ISO 9001: 2015, applicable to all of our products that assure the satisfaction of the expectations of the customers and the compliance with the applicable legal and regulatory requirements, in order to achieve the following objectives:

- Demonstrate the ability of ANJOSA during the design, manufacture and distribution according to the technical characteristics detailed in the order / contract, for the manufacture of a product whose high level of quality meets the customer's requirements.
- The service to our customers. Respecting the delivery dates of orders is a priority for the management of ANJOSA.
- Even if a seasonal product (cushions and parasols) is manufactured for the company, it is absolutely essential to maintain production as stable as possible throughout the year so that the ordering service is safe and punctual on the agreed dates.
- Continuously improve the effectiveness of the Quality Management System, since this way we improve the quality of the products that we supply by addressing all aspects of the manufacturing process that affect said quality.
- Encourage prevention against correction. Control the manufacturing process and prevent cases of non-compliance.
- Improve the efficiency and coordination of the different ANJOSA activities and therefore their own effectiveness.
- Attend to the innovations of the market in technological innovation of materials and methods of work for the improvement of the product at a low cost.
- Staff training is important to guarantee the future of ANJOSA. Having qualified personnel contributes to the conformity of the product.

These objectives can only be achieved, maintained and improved with the delivery and individual participation of each member of the Directorate.

Therefore, the Directorate prescribes that the contents of the Management System are implemented by each employee in the part of their competence, to what are the necessary means available. All section heads and managers have to be involved in the process of knowledge, application and maintenance of the level of quality, through information and training to take part in improving the process of manufacture of the product.

In order to implement and maintain the Quality System, the management appoints the Quality Manager as "Management Representative". This has full authority and full powers, as far as it is concerned, to carry out the following actions:

- Establish and maintain the necessary processes for the Quality Management System.
- Ensure that awareness of customer requirements is promoted at company levels.
- Involve the management of the external workshops with which you work on methods new to improve the forms of work, based on the application of the Quality Management System.
- Ensure that the Policy is understood, implemented and maintained at all levels, maintaining a high level of motivation and sense of responsibility among the middle management.
- Identify all problems concerning quality. Propose, promote and verify the effectiveness of the actions that must be taken for their solution.
- Suspend the activity of the company that was detrimental to the quality of the products.

The Quality Manager keeps the company's Management informed about the performance of the Quality Management System and any need for improvement.

Signed: Ángel Gracia (Manager)