



POLÍTICA DE CALIDAD

HERFLEX takes on the challenge of working to consolidate in the **Manufacturing and Design sector of expansion joints for bridges and viaducts**, offering a high quality product and boosting the confidence of our customers.

To fulfill this commitment, **Herflex Sistemas, S.A.** actively works to:

⊗ Comply with the requirements of the **UNE-EN-ISO 9001: 2015** standard, as well as with the application legislation on quality, voluntary accepted requirements and own procedures.

⊗ Direct and guide our processes to the client, establishing as their main objective the satisfaction of the same. Therefore, it is a priority to listen to the needs of the client, and then plan properly the manufacturing orders.

⊗ Integrate and encourage participation and awareness, about the importance of its activities in the quality of the service provided and the final product, at all levels of the organization including external collaborators through the training and information of the staff.

⊗ Provide the organization with the necessary resources and infrastructure to carry out an adequate quality control.

⊗ Identify and evaluate innovation opportunities and encourage creativity and the use of innovation tools by all areas of our organization.

⊗ Improve and permanently update this policy and the entire quality management system so that it serves its purpose with the greatest effectiveness and provide a frame of reference for establishing and reviewing quality objectives.

The Management of **Herflex Sistemas, S.A.** is committed to comply with the established Quality Policy, in order to obtain continuous improvement of the management system and thus maintain an excellent Quality of its process and meet the requirements established in the **UNE-EN-ISO-9001: 2015 standard**.

This policy is communicated and understood by our own staff and third parties that work in our organization, for its application in the provision of services. It is also published for the knowledge of all interested parties on our website.

In Zamudio, on June 1, 2018

Manager of Herflex Sistemas, S.A.