



**DOC MAQ-03 Quality Policy**

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**QUALITY POLICY**

Within the context in which DEPURACIÓ I TECNOLOGIA DE L'AIGUA S.L., is found, and considering the needs and expectations of the interested parties, the organization undertakes to offer services and products related to the treatment of industrial wastewater, urban, water for human consumption and cattle manure (extractions) that satisfy the requirements of the customer, the legal and regulatory and also fulfil the objectives and own interests of the company.

The services include water analysis and the marketing and distribution of chemical products.

As a fundamental part of achieving these objectives, the management of DEPURACIÓ I TECNOLOGIA DE L'AIGUA S.L., with the collaboration of its all staff, establishes the following commitments:

- Maintenance of the Quality Assurance System implemented, according to ISO 9001, which defines and reflects the organization of all the factors that affect the quality of its services, so that these are always carried out systematically by qualified personnel and ensure that the efficiency of the Quality system is continuously improved.
- System maintenance implemented according to the UNE-EN ISO 17025, in relation to the Wastewater Analysis Laboratory service that DEPURTECH offers to its customers. The Management of the laboratory is committed to good professional practice and the quality of the tests offered to its customers and ensuring the efficiency of the management system, through proper communication within the organisation.
- Ensuring customer satisfaction by meeting their needs and applicable expectations.
- Ensuring the satisfaction of our own staff, understanding that the concept of quality is not only external but also internal to the organization.
- Contribution of continuous training to personnel to achieve and maintain the quality of each member of the organization in their work and that of all as a team.
- Management of risks and opportunities to ensure a continuous and effective improvement in the management of the process carried out in DEPURTECH.
- Maintenance of the integrity of the Management system when planning and implementing changes in it.

This policy serves as a frame of reference for setting quality objectives and will be communicated to all staff and will be available to all interested parties.

DEPURACIÓ I TECNOLOGIA DE L'AIGUA S.L.

Management