

Quality policy

The **Quality Policy of VYC INDUSTRIAL, S.A.U.** has as its main objectives zero complaints and customer satisfaction and the legal and regulatory requirements of the product or service. This is to be achieved by:

- Generating permanent trust between customers and VYC INDUSTRIAL, S.A.U., pursuing perfection to make VYC INDUSTRIAL, S.A.U. a symbol of total guarantee.
- Ensuring compliance with the requirements agreed with the customer.
- Ensuring compliance with the legal and regulatory requirements of the product and service.
- Ensuring the requirements established in the standards UNE-EN ISO 9001:2015 and UNE-EN ISO/IEC 17025:2017
- Maintaining the impartiality, confidentiality and independence of analytical services.
- Living immersed in a continuous improvement process.
- Improving production methods in a framework of total safety at work.
- Creating new attractive products and continuously improving existing products.
- Caring for the image of the company and product or service.
- Competitive prices due to efficiency in costs.
- Providing information: comprehensive catalogs, reliable delivery times, etc.
- Providing adequate services: fast, agile and dynamic communication (offers, certificates, information sending...), in short, customer service.

In order to guarantee that this Quality Policy is implemented and up-to-date, the General Management commits to defining Quality objectives consistent with this Policy and periodically reviewing the System to ensure its effectiveness in the annual review of the Quality Management System.

The guidelines that follow from this Quality Policy are reflected in the Quality Manual, which together with the documentation derived from them serve as a guide and permanent reference point for our organization in terms of quality.