



STRONG EUROPE

**abezeta**

# QUALITY POLICY

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## Section 1

ABEZETA S.A.U, an ABEZETAGROUP company, is a world leader in the manufacturing, supply and marketing of products for the Graphic Arts industry.

Our team thanks customers for the trust placed in ABEZETA, S.A.U for more than 4 decades, elevating us to the position we now occupy in the market.

Furthermore, its fundamental goal is to provide customers with a service and product that meets their demands, providing real solutions to specific problems, complying with and respecting current legislation. To strengthen the commitment to Quality, the Organization has decided to implement a Quality Management system, in accordance with the international standard UNE-EN-ISO 9001: 2015.

Quality is a commitment of the company and an individual responsibility of each member of the group, which must be reflected in concrete actions that internally and externally reflect an image of ABEZETA S.A.U. that identifies with the professionalism and quality of service to our clients.

To achieve maximum customer satisfaction, we will apply and guide our system to achieve the following objectives:

- ✓ Constantly monitor that we respond at all times to customer demands and expectations.
- ✓ Commit to compliance with all regulations and laws that apply to us and the regulations of those organizations and/or groups of which they are part.
- ✓ Provide adequate means so that all staff can freely identify and eliminate obstacles that prevent quality improvement in their workplace to achieve continuous improvement.
- ✓ Consider continuous improvement a permanent objective that increases the quality perceived by our clients.
- ✓ Correct any non-conformities that occur and putting prevention measures in place to avoid repetition.
- ✓ Consider the execution of service deadlines, punctuality and maintaining trust between our clients and suppliers as key points in the daily management of the company.
- ✓ Promote a participatory environment among employees, integrating the common goal and improving communications that facilitate teamwork, individual recognition and suggestions for improvement.

This Quality policy is communicated to all the company's workers, through its display in the company's facilities and is publicly available, with access to any person outside the company who so wishes.

Annually and coinciding with the review by the Company's Management, this policy is reviewed to see if it is necessary to add or modify any point for a change in the Company's way of acting, thus allowing it to be at all times appropriate to the operation of the company.

General Director

MSc. Alfredo Mora

Octubre 30<sup>th</sup>, 2023

**abezeta, s.a.u.**  
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