



QUALITY POLICY

The General Management of INDUSTRIAS DUERO maintains a clear commitment to the Quality Management of our products and services, aimed at providing our customers with efficient solutions that continuously satisfy their technical, logistical and commercial expectations. In order to achieve this objective, the company's Management understands Quality Management as a fundamental tool and assumes the will to continuously improve the effectiveness of the Internal Management System, implementing the ISO 9001:2015 standard, in order to meet the requirements and expectations of our customers, as well as the legal and regulatory obligations applicable to our activity.

For all these reasons, and as a commitment to Quality Management, the Management of INDUSTRIAS DUERO undertakes to disseminate the Quality Policy at all levels of the organisation and to provide the necessary resources for its fulfilment. To this end, the Management of the company has established the Quality Policy presented below, as a fundamental pillar on which our quality objectives and the main lines of action aimed at achieving them are based.

OBJECTIVES

- To achieve excellence in the way we treat our customers.
- The Quality Policy is aimed at establishing a lasting and profitable relationship with our customers.
- To promote the implementation of the best existing practices in order to make INDUSTRIAS DUERO a benchmark in our industry.
- Our goal is not only to meet but to try to exceed the expectations of our customers when they place their trust in us.
- Quality Management must be aligned with the interests of all the parties interested in our activity (customers, employees, suppliers, public authorities and shareholders).
- To ensure that INDUSTRIAS DUERO is a benchmark of excellence in the sector, in terms of prestige, reliability, seriousness and offer of products and services to the customer.
- To efficiently fulfil the supply commitments acquired with our customers, both in time and form and in the quality of the products supplied.

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- To maximise research and development in order to obtain innovative and competitive products.
- To obtain integral, reliable and profitable suppliers, aligned with our quality policy and demands, who guarantee the supply of the products and services necessary for the competitiveness of our production process.
- To turn our commitment to quality into the cornerstone of the INDUSTRIAS DUERO brand, enabling us to consolidate the company as one of the world leaders in our sector of activity.
- To promote the continuous improvement of the Quality Management System by assigning functions and responsibilities to committed people, so that the results obtained produce personal satisfaction and satisfactory economic results.

In conclusion, the ultimate objective of the Quality Policy is:

- i) to provide customers with excellent products and services that allow us to expand our customer base and markets.
- ii) to reduce our unit production costs, generating competitive advantages that contribute to the sustainable growth of operations.
- iii) to establish controls that allow us to measure performance against the present objectives.
- iv) to consolidate the INDUSTRIAS DUERO brand as an indisputable international benchmark in our sector of activity.

D. Miguel O'Dogherty Caramé
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