

## SYSTRATEC QUALITY POLICY

### **Objective:**

To meet the requirements of our customers and stakeholders by providing quality products and services through continuous improvement of our quality management system.

### **Principles:**

- Customer orientation: We focus on the needs and expectations of our customers, in order to satisfy them in an optimal way.
- Leadership: The company's management assumes leadership and commitment to the achievement of the quality policy.
- Involvement of people: We involve all employees in the achievement of quality objectives.
- Efficient processes: We continuously improve our processes to ensure the quality of our products and services.
- Data-driven decisions: We make decisions based on objective and reliable information.
- Continuous improvement: We are committed to the continuous improvement of our quality management system.

### **Actions:**

In order to comply with our quality policy, we will carry out the following actions:

- Identify and meet the needs of our customers and stakeholders.
- Establish and comply with applicable legal and regulatory requirements, with special attention to current metrological regulations.
- Implement a quality management system based on ISO 9001:2015.
- Continuously improve the effectiveness of our quality management system.
- Communicate our quality policy to all employees.

### **Review:**

Our quality policy will be reviewed periodically to ensure that it remains appropriate to our company's objectives.

This quality policy applies to all of our company's activities, which include the **design, manufacture, marketing, installation, calibration, repair and verification of weighing instruments.**

Signed:

Santiago Méndez  
CEO  
Systratec 2023