

QUALITY POLICY

The activity of COSCOLLOLA COMERCIAL S. L. is aimed at:

"The commercialization of machinery for the transformation of plastic and rubber, along with related peripheral equipment, as well as associated after-sales services."

The main goal is to achieve customer satisfaction by always providing a professional, attentive, and efficient service.

The management of COSCOLLOLA COMERCIAL defines the company's policy as the consolidation of the following key points for the development and maintenance of the Quality Management System:

1. Establishing **work methodologies** that define and organize the tasks of each responsible party to manage customer orders as quickly and efficiently as possible.
2. Maintaining **close contact with clients** to understand their needs, align with their interests, and work according to quality criteria that ensure **their satisfaction**.
3. Understanding **the organization's context**: the working environment, the suppliers we represent, the sector we target, the competition, and the needs of all interested parties.
4. Keeping **knowledge** of sector technologies up to date to offer the best technical advice to customers.
5. Controlling all company processes to evolve towards **continuous improvement in the quality of our products and services**.
6. Knowing and complying with applicable **legislation and regulations**.
7. Raising awareness and training the entire **team** on quality aspects related to their activities.
8. Encouraging **teamwork and participation** to achieve established goals, continuous improvement, and the effectiveness of the quality management system.
9. Considering the **environment** and minimizing, whenever possible, the impact of our activities on it.
10. Equipping the company with the necessary **resources**—human, infrastructure, and systems—for the proper delivery and development of services.
11. **Communicating** this policy across the organization and sharing it with anyone who might be interested.

General Manager
Ricardo Coscollola
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