



ANEXO D: QUALITY POLICY

Cód.: DOC01.005S-14

Revisión 01

Date: March 2018

On behalf of the Management of ZITRO LABORATORY SLU and with the aim that all the activities of the company are oriented towards improvement, taking as a philosophy the principles of management according to ISO 9001/15 philosophy, I assume the responsibility of:

- Establish and ensure that all company and resources are oriented towards satisfying customer needs, expectations and applicable legal requirements.
- Establish and maintain a mutually beneficial relationship with suppliers. Suppliers shall be considered important partners of the company and shall work together with the company to achieve full customer satisfaction.
- To lead and promote policies that favor a good working environment, involving everyone in the achievement of the company's objectives.
- Encourage the participation and training of all personnel, favoring motivation, valuing their contributions and achievements.
- Focus the entire system on processes and provide the necessary resources to achieve the objectives set.
- Promote the whole system towards management, identifying and understanding the interrelated processes to contribute to the organization's effectiveness.
- Establish and seek to make continuous improvement a permanent and priority objective.
- The review of the Quality Policy, as well as the establishment and review of specific and quantified quality objectives, is carried out in the management reviews of the system.

Firmado,

Directora de Calidad