



QUALITY POLICY



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TECSENS openly states its intention to offer competitive services to all its customers; for this reason, it has implemented a quality management system within the organisation, whose main objective is to achieve the satisfaction expected by customers, through established processes based on a process of **continuous improvement** in its service.

The TECSENS quality management system is designed so that the services provided by the organisation of **“Development, maintenance and commercialisation of private Cloud services, IP voice, communications networks and technological consultancy”**, are carried out correctly and efficiently, using the appropriate means for this purpose and in such a way that maximum results are achieved.

In order to meet the proposed objectives, the quality management system established by **TECSENS**, based on the reference standard **UNE-EN-ISO 9001:2015**, is based on the following **basic pillars** established by the Management:

- **Top management competence and leadership** as a commitment to develop the Quality Management System.
- Identify the **internal and external stakeholders** that are relevant to the quality management system and meet their requirements.
- Understand the **organisational context** and identify organisational **opportunities and risks** as a basis for action planning to address, assume or deal with them.
- To **ensure the satisfaction of our customers**, including stakeholders in the company's performance, in all matters relating to the performance of our activities and their impact on society.
- Establish **objectives and goals** focused on the evaluation of quality performance, as well as the continuous improvement of our activities, regulated in the Management System that develops this policy.
- **Compliance with the requirements of the legislation applicable** and regulatory to our activity, the commitments acquired with clients and interested parties and all those internal rules or guidelines to which **TECSENS** is subject.



- **Motivate and train** all personnel working in the organisation, both for the correct performance of their job and to act in accordance with the requirements imposed by the reference standard, providing a suitable environment for the operation of the processes.
- Maintaining **fluid communication** both internally, between the different levels of the company, as well as with clients.
- **Assessing and guaranteeing** the technical competence of staff in the performance of their duties, as well as ensuring that they are adequately motivated to participate in the continuous improvement of our processes.
- To ensure the correct state of the facilities and appropriate equipment, so that they are in line with the activity, objectives and goals of the company.
- Ensure a continuous analysis of all relevant processes, establishing the relevant improvements in each case, depending on the results obtained and the objectives set.

These principles are assumed by the Management, which has the necessary means and provides its employees with sufficient resources to comply with them, and which makes them known to the public through this Quality Policy.

MARIO PUIG
CEO
15/01/21