



Schunk Ibérica's Board of Directors, aware of commitments held with stakeholders, allocates the necessary resources in order to guarantee pantographs furnished by the company, graphite pieces, electrodes and other products provided by our company fully comply all regulatory, legal, safety and standard requirements. Customer satisfaction is fulfilled via procuring a compliant product for a reasonable price. Personnel satisfaction is acquired for properly working in an environment that develops all human capabilities allowing an appropriate live. Hole society satisfaction is reached creating welfare and preserving the environment. Shareholders satisfaction is met by obtaining personal and monetary profits from the organisation.

Hence, the company has implemented a Quality System based on the Standard ISO 9001 and IRIS, oriented towards the achievement of the following goals:

- Assure that products supplied meet Customers' requisites and expectations, also fulfilling all applicable legal, regulatory and safety requirements, minimising the possibility to affect traffic by taken all needed actions (training, resources, risk analysis...) and setting targets.
- Enhance failure prevention and reduction.
- Establishment of prevention oriented systems, not only focussed towards failure detection.
- Deliver products meeting value for money customers' expectations.
- Development of continuous improvement programs, such as product and service development in quality, and technical aspects.
- Implement permanent training programs that allow personnel to have as high qualification level as needed to fulfil tasks contained in the Quality System.
- Hold permanent contact with Customers in order to collaborate together on the improvement of their products and services.
- Meet freight deadlines
- Foster personnel's motivation and involvement in order to obtain their participation in managing and developing the implemented Quality, as well as develop their capabilities.

Board of Directors will establish within the General Policy of Schunk Ibérica, S.A necessary plans and resources to achieve targets set out in quality policy.

To that end company management system has been developed using process approach by defining owners for all process and managing risks detected to its continuously improvement. Results will be measured using indicators which shown the progress towards the targets.

All Schunk Ibérica SA organization is committed to obligatory fulfil assignments of the quality management policy.

**Schunk Ibérica's** Board of Directors delegates to Quality Manager implantation and verification of the System fulfilment, to do so he owns the authority and independency needed within the company organization

Quality policy will be updated on an annual basis by Board of Directors in order to permanently adequate it to the company's presence and surroundings in which activity is performed.

Enrique Muñoz  
Director General de Schunk Ibérica, S.A.