

COMMITMENT TO QUALITY

The Management of **APSA COMERCIAL. S.L** has implemented and maintains its commitment to a Quality Management System based on the requirements of the UNE-EN-ISO 9001 standard

APSA COMERCIAL. SL

It was born with a clear vocation for service and customer satisfaction, which is why it applies all its resources, both material and technical, in the management of all its activities, in order to satisfy the needs of external and internal customers.

APSA COMERCIAL. S.L., considers the staff as our main asset, so we facilitate and promote the involvement of our main internal client, our professionals, reinforcing management to know and satisfy their needs and motivations, and achieve the development of their objectives with those of the organization, betting on the consolidation of aspects such as Communication, Training, Motivation and Dialogue, which will be the basis of our success to achieve Customer Satisfaction and Loyalty.

APSA COMERCIAL. S.L., considers continuous improvement as the basis for the materialization of this policy, and in the achievement of the objectives derived from it.

APSA COMERCIAL. S.L., assumes the commitment to comply with the applicable legal requirements and with other requirements that the organization subscribes to.

The **APSA COMERCIAL quality policy. S.L.**, is based on the following principles:

1. Standardization of the company's means and equipment
2. Customer and Employee Loyalty
3. Continuous improvement of our services and processes.
4. Self-control and zero defects in all company processes.

The Management of **APSACOMERCIAL. SL.**, will ensure that this policy is understood, applied and reviewed to ensure its continuous adequacy and will manage its dissemination to internal staff, customers and stakeholders, having the necessary equipment, means, environments and training

The Management of **APSA COMERCIAL. S.L.**, firmly believes in everything set forth in this Policy, since we do not consider ourselves a simple supplier but an effective collaborator.

This Policy is the reference framework for the establishment of objectives of our Management System.

The Management of **APSA COMERCIAL. S.L.**

In Sant Vicenç des Horts on 20.06.2024