



QUALITY POLICY

In the face of the challenge to sustain day by day our role in a highly technological and competitive market, the Management of **INDUSTRIA METALURGICAS JEM, S.A.** establishes a Policy of Quality based on the following principles:



CUSTOMERS

We have to **focus** on our activity in order **to achieve the confidence** of our **customers**, directing all our activities to offer a product and a service that bring its value. Confidence has to be transmitted across the continuity of the relationship, and with mutual collaboration in the development of the tools and its application.

ISO 9000

The Quality is our **Management Model**, *where all the staff of the Company and our suppliers participates in it.* The tool that we use is the standard established by the **International Standard for Quality Management EN-ISO 9000:2000.**



COMPANY

It is from the **goals** we propose ourselves, that we organize ourselves to obtain them. **Planning** in accordance with the available **resources**, we **measure** our performance, through the **key Identifications**. It's essential to **involve** on all the staff in this **Process of Improvement**, managing the knowledge, through the training and fostering the communication at all levels of the Company.

COSTS

We have to be conscious of the need to **improve our performance**. In a highly competitive market, we have to try hard on analysing constantly our way to work, to identify and to propose new ways to make, to be increasingly efficient. We have to be conscious of identifying and analysing the errors being a **positive action**, which allows us to correct and to prevent them



SUPPLIERS

It's really important to achieve and require the **implication** of our Suppliers in our **Quality Policy**, and in our **Progress Plans**, with the final goal of the **Concerted Quality**.