

# CIKAUTXO Quality Policy

As highest level representative of **CIKAUTXO** and so that all the activities by the company personnel are oriented towards **CIKAUTXO's** improvement, the following policy is established:

**CIKAUTXO** exists because its customers exist, and hence quality consists in **meet the needs agreed upon with the Customers** at the lowest cost and with the best service. For this purpose, the customers' and legal requirements shall be known throughout the Company and their knowledge shall be measured in order to assess their degree of satisfaction.

**CIKAUTXO's competitiveness** is absolutely necessary for permanence in the market and for this purpose the deployed Quality System shall move to reach customer satisfaction, employee satisfaction and global optimisation of company resources, through continuous improvement of its processes.

**CIKAUTXO** aims at **Continuous Improvement through Process Management** and for this purpose it shall include the Planning, Execution, and Assessment cycle in the Quality System in order to do things right, the first time. **5S methodology** is a key point in our organisation to achieve our goals.

Quality is created at each position in all company roles, from the individual who collects customer's needs to the person who ships the products, and it implies the need for cooperation and commitment of all members in order to comply with this Quality Policy.

Establish **objectives** derived from this Policy at least once a year.

The management is mainly responsible for leading the quality improvement, and for this reason I commit to:

- Inform this Policy to all members in the staff.
- Provide the necessary resources to deploy quality systems and meet regulatory and customer's requirements.
- Ensure their deployment and compliance by supervising compliance with goals derived from this Policy, checking efficacy and efficiency of our processes.
- Comply with this Policy.

A handwritten signature in black ink, appearing to be the initials "JR" with a stylized flourish.

**General Manager**