

## QUALITY POLICY

**DIRDAM LANGUAGE SOLUTIONS, S.L.** is a company that provides translation services and which perceives quality as a priority in all its activities, based on achieving full Client satisfaction.

For this purpose, it has implemented a Quality Management System based on compliance with the requirements set out in the UNE EN ISO 9001:2015 Standard.

Commitment to improving quality management is expressed in its Quality Policy, whose directives and targets are to:

- Increase quality in the organisation, continuously improving processes, developments and activities.
- Ensure that our services comply with the specifications and expectations of our clients and applicable standards and law.
- Reduce and prevent the appearance of errors, and not just to detect them, by means of opportunity, risk and context analysis.
- Establish relationships of collaboration and of trust with our collaborators and clients.
- Give client satisfaction by maintaining permanent contact and jointly collaborating to improve our services and establishing systems to evaluate satisfaction.
- Encourage belief in quality at all levels of the organisation by continuous communication and training.
- Encourage all staff to take part. Our proposed objectives will only be achieved with everyone's collaboration.

Management commits itself to driving this Quality Policy, including it as a fundamental part of Company Policy, and making it known to all interested parties, clients, collaborators and employees and pursuing the achievement of the targets set out.

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