



Lince

QUALITY MANAGEMENT SYSTEM POLICY

Management at LINCE, aware that future success depends on proper quality management, understood according to its full meaning and as usual working practice, declares the following as fundamental action principles:

- **CUSTOMER SATISFACTION**
Our aim is to satisfy customer requirements, meeting our commitments responsibly and at competitive prices. The customer demands perfect products, contact with well trained staff and personalised customer care.
- **CONTINUOUS IMPROVEMENT**
Quality demands are increasingly strict which means that our action in this field encompasses increasing customer satisfaction and continuously improving the efficacy of the Quality Management System **using continuous improvement process for the system.**
- **RESOURCES MANAGEMENT**
Management is responsible for identifying and providing the necessary resources, both technical, material and human to ensure meeting the quality objectives and requirements inherent in the Quality Management System at the heart of this policy.
- **COMMUNICATION**
Management considers communication as the fundamental driver which improves the Quality Management System and increases the well-being of every single person in the organisation. To guarantee the results of communication and its efficacy, LINCE sets up suitable communication channels and the required, both internally and externally.
- **PROFITABILITY**
Doing things well costs less because they do not have to be repeated. Moreover, it is gratifying. Any loss is expensive. Our objective is to achieve profitability through quality in all areas in order to continue and to grow as an organisation.

It is the responsibility of the Management at LINCE to ensure that the Quality Policy is conveyed and understood within the organisation and reviewed as part of its continued suitability, as well as verifying that it is fit for the organisation's purpose and provides a reference framework for setting and reviewing the quality objectives.

Managing Director
J.R. ZARATE