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	QUALITY POLITICS	
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The company AAUTOMATISMOS GIRONA, S.L. keeps a quality management system for achieving its objectives throughout the processes of: **Designing, programming and installation of industrial controls.**

Since its foundation, AUGI has always presented its products in the market making professionalism and quality their utmost priority.

Our managing team always commits to complying with all requirements and to continuously improve its efficiency.

As a result of our commitment to the development and continuous improvement of our quality management system within our organization, we promote and guarantee a complete cycle to improve its effectiveness. Therefore the objective of the quality policy of our company is to consolidate this reality by always improving the management of resources, the execution of the product, the attention to the requirements of our customers, the applicable regulatory requirements, and establishing quantifiable objectives at each level as well as assuring that each department aims to operate as expected within the organization in order to achieve the goals set.

In AUTOMATISMOS GIRONA S.L., we pay especial attention to the context of our organization, identifying and assessing the expectations of all interested parties. We have leadership in all established levels, manage and cope with the risks and opportunities of our organization. Our activities always have a process-based approach and focus on risks and opportunities.

#### CUSTOMER SUPPORT

For Augi it is very important to listen to, understand and channel the needs of our clients to obtain maximum satisfaction and fidelity. Our customers are our reason for being.

#### PERSONNEL

Our staff is the basis of our organization since we understand that the required results will be achieved with the effort of each and every one of the components of our company. We work to improve communication and offer the appropriate training in each case to motivate our personnel, obtaining their full involvement and commitment in order to reach the objectives.

#### CONTINUOUS IMPROVEMENT

The continuous improvement is a constant and permanent objective in our organization. We make sure to increase the competitive capacity, optimizing the processes, documenting, setting up, maintaining and improving the quality system.

To achieve this, we establish the processes and we properly document the results of our quality control by measuring and analysing the improvement, and therefore optimizing the results obtained.

#### RESOURCE MANAGEMENT

Our system is structured to achieve the objectives of our organization in the most effective and efficient way. For this reason, we base our results in identifying, understanding and managing our resources and activities with a series of processes thoroughly developed by the quality team manager and those responsible for each department.

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### PROCESSES

We have a map of processes and interactions that allows us to channel the different activities to provide maximum value in the products and services that we hand in to our customers.

### RISKS AND OPPORTUNITIES

We manage risks and opportunities through their identification, assessment and performance of actions adapted to their magnitude.

### PROVIDER

Our organization fosters relations with the supplier in order to benefit both parties, thus intensifying the capacity to create value, creating flexibility and speed in the joint response and optimizing costs and resources.

### LEADERSHIP

In order to achieve understanding among the personnel, there is a consolidated group of responsible people who maintain a good workplace which helps to integrate all of the staff, making them feel motivated and identified with the quality management implemented by the company.

### DECISION MAKING

AUGI bases the effectiveness of its decisions on the analysis of data and information, which guarantees its reliability and accuracy reaching those who need it in a clear and simple way. We also believe that both decision-making, as well as setting an objective and doing conscientious analysis of the situation, must include both experience and intuition.

Although the coordination and execution of the actions necessary for quality assurance are delegated to the person responsible, the ultimate responsibility for obtaining them rests with the manager, thus guaranteeing the human, technical and economic means necessary to achieve them.

If problems or differences of opinion arise that could not be resolved in accordance with the management of the quality of AUTOMATISMOS GIRONA S.L., these should be submitted to management for final resolution.



Miquel Bech Casals  
Industrial Director



Joan Bech Casals  
Management