

## **POLICY ON QUALITY**

**PlusLingua**, as a company dedicated to the provision of translation and interpretation services, regards quality as a priority consideration in all its activities. Its objectives are founded on providing complete satisfaction to its Clients, encouraging the involvement and satisfaction of all its employees and achieving both recognition and profitability for the company.

With this in mind, the company has introduced a Quality System based on compliance with the requirements set out in the Standards ISO 9001:2015 and UNE-EN ISO 17100:2015, specific to the provision of services by Translation Companies.

The commitment to the improvement in quality management is expressed by means of the Policy on Quality, which establishes the following principles and objectives:

- To improve the quality of the company, continuously improving processes, development and activities.
- To serve the market in the best possible way, ensuring that the services offered comply with the specifications and expectations of our clients, with standards and applicable legislation.
- To implement a programme of action not only to detect defects but to seek to prevent their occurrence.
- To establish relationships based on collaboration and trust with our suppliers and clients.
- To establish a commitment to quality at all levels of the organisation by means of communication and ongoing training. The principles governing the relationship between client and supplier are also applied to internal relationships.
- To encourage the participation of the entire staff. Only through the collaboration of everyone can the objectives set out be achieved. Every employee is responsible for the quality of their own work.

The Board accepts the commitment to implement this Policy on Quality, including it as a fundamental component of PlusLingua's Company Policy, promulgating awareness of it to all interested parties (clients, suppliers and employees) and pursuing the achievement of the objectives indicated. The Board will also promote the commitment on the part of all the company's employees to carry out all their tasks and activities in accordance with the regulations set out in the Quality Management System as well as to orient their behaviour in line with those regulations.

**16/05/2017**



**Barjo Khalil**  
**On behalf of the Board**