

QUALITY POLICY

DECACLIMA COMFORT SOLUTIONS S.L., a specialist in the design and manufacture of air conditioning, treatment and purification equipment, focuses their activity on the production of equipment and solutions with high technical requirements.

DECACLIMA COMFORT SOLUTIONS S.L.'s main objective is to meet the requirements and expectations of each client by providing tailored equipment and solutions of the best possible quality and guarantee.

Aware of the importance of this commitment towards quality and satisfaction, the company structures its activity based on the Quality Management System of Standard UNE-EN-ISO 9001:2015, based on the following principles:

- Meet the requirements of the products offered to clients and work hard to satisfy their expectations.
- Plan and provide the necessary resources in terms of the means of production, control and installations as well as human resources, including required personnel qualifications and training.
- Promote and develop actions for the continuous improvement of their products and processes.
- Consider Quality as a strategic element of the organisation and raise awareness as well as motivate professionals regarding the importance of implementing and developing a quality system.
- Satisfy the needs and expectations of clients and users, ensuring the quality of the supplied products and services.
- Comply with all the specifications, standards, legal or other requirements set by the organisation.
- Promote the continuous improvement of the Quality Management System by establishing performance, monitoring and measuring indicators for the processes as well as the annual setting of quality objectives.
- Work to improve the energy efficiency and sustainability of the products as well as the installations.
- Ensure all professionals are aware of this policy since it is a vital part of the value generation chain.

General Management shall ensure all means and resources required for implementing this policy are available as well as ensure this policy is known, understood and implemented at all levels of the organisation.



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