



## QUALITY POLICY

At IDM, our main priority is the Design, Manufacture, Sale, Calibration and Repair of Quality Control Equipment. This is achieved through the consistent management and improvement of all our processes and activities in accordance with the Quality Management System, in order to guarantee the satisfaction of our customers.

All of this is possible due to the **integrity** of our team of highly qualified professionals, motivated to offer our clients services and products at the highest level of **Excellence** and based on our experience in quality control processes in order to guarantee the necessary **Flexibility** to offer unique developments to specific needs.

**Integrity, Excellence and Flexibility** are our fundamental values.

This entails:

- Efficiently collecting and transmitting customer specifications.
- Knowing and complying with the legal or regulatory requirements that are applicable.
- Developing quality improvement with suppliers, by promoting a mutual understanding of issues, in order to achieve the continuous improvement of the quality and reliability of subcontracted products and services.
- Assuring that all the personnel in the Company know their functions perfectly well and have the means necessary to fulfill them.
- Defining objectives and establishing the actions which will ensure they are fulfilled by assigning the necessary resources.
- Guaranteeing that mistakes and errors serve as a way to determine and eliminate their causes, thus avoiding their repetition in the future.
- Continuously improving the effectiveness of the Quality System, through its periodic review.

The achievement of these objectives is, above all, the responsibility of the Management, and therefore, we are committed to providing the necessary technical means and adequate training to our staff, as well as complying with this policy, ensuring that it is made available to all the staff and therefore applied by all the staff.

**General Management:** Juan Mari Andonegi



February 15<sup>th</sup> 2021