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QUALITY POLICY

1.- QUALITY FIRST

Quality is doing things well right from the start and paying attention to the smallest details.

2.- CUSTOMER ORIENTATION

The Organisation is focused on improving customer experience and exceeding their expectations.

3.- MANAGEMENT BY PROCESSES

The Organisation works in a transversal, coordinated and systematic way based on defined processes and focused on building trust with stakeholders.

Management by processes allows the entire Organisation to develop and cultivate its focus on external and internal customers.

Processes guarantee all applicable customer, legal and regulatory requirements.

4.- INTEREST IN PEOPLE

We establish a work environment based on our interest in the people who make up the Organisation and society at large.

We define it as:

- Treating people with respect and courtesy
- Promoting people's development through training, information and delegation
- Boosting quality employment
- Creating safe and healthy work conditions
- Developing policies for correct ecological management with a clear commitment to protecting the environment

5.- ACTIVE PARTICIPATION

Based on a shared vision, each person is actively involved in the two main areas of excellence:

- Continuous improvement in management (Customer Satisfaction, Economic Efficiency and Internal Functioning)
- Growing the business (Products, Markets and Technologies)

6.- EFFECTIVE COMMUNICATION

The Organisation uses a common language.

Effective, concrete and clear communication is based on facts and data, rather than on opinions.

7.- IMMEDIATE CORRECTION

Abnormalities are corrected immediately. The right to make mistakes promotes transparency and responsible action.