



CIPSA MONOCARA is a company with more than 15 years of experience in the production of printed circuits. Its punctuality in the deliveries, the tight prices, the quality guaranty and a good customer service are the strengths of CIPSA's competitiveness. For this reason, we continuously invest on specific machinery to keep improving and advancing according to the new technologies.

In order to achieve these values, **MONOCARA** applies the quality policies and its model as a compromise to maintain a long-term project, following the regulations and constantly improving its organization.

Objectives:

- Annually planning the objectives and milestones in order to improve the quality service for our customers.
- A direct and personalized service adapted to the client's needs and to the technical advice required in order to offer the best options.
- A quality service delivered in a short time, guaranteeing qualified personnel and the use of the best working techniques.
- Offer services that follow the current legislation and also the complementary rules.
- Identify the organization's possible risks in order to prevent any situation that hinders or stops the service.
- Identify non-conformities taking corrective measures to prevent unsatisfactory services or products.
- Ensure an appropriate quality policy for the purpose of the organization and its strategic direction.
- An adequate work environment that encourages quality and teamwork.
- A planned training in order to guarantee the best service to our customers.
- Quality requires everybody's participation and collaboration, that is why this policy is communicated and understood by all the staff and is available to all of our organization interested parties.

CIPSA MONOCARA's Management defines and participates in the company's Quality Policy with the commitment to maintain, plan and focus the entire Organization on our clients.

Management

Rubí, July 22nd, 2019