


# Quality Policy

**SIGNATURE CONTROL**

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**CHANGES CONTROL**

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## 1. INTRODUCTION

### 1.1. Objective

Telefónica Business Solutions (TIWS II S.L) aims to find a crescent line of growth, within continuous improvement commitment, implementing a Quality Management System based on the International Standard UNE-ISO 9001: 2015.

To achieve this goal, the company promotes a quality culture focused on satisfying the requirements and expectations of its customers. In addition, it deepens in the knowledge of these last ones, assessing their future needs delivering during the relationship lifecycle.

Adaptation to technological evolution contributes positively to incorporate continuous improvements in internal processes, achieving greater efficiency and adaptation to new markets and tendencies.

The purpose of this document called *Quality Policy* is to provide the basic guidelines for:

- Develop, implement and maintain a Quality Management System which purpose is continuous improvement in the services management.
- Meet the customer satisfaction by offering services that meet their requirements and expectations.
- Establish and review the Quality objectives.

### 1.2. Scope

This policy is applicable to all those employees, collaborators, customers, suppliers and other interested parties who directly or indirectly affect or are involved in the delivery and operation of products and/or services of the Organization to its customers.

The requirements specified in this document must be interpreted at all times, aligned with the applicable laws and regulations in force, so that in case of discrepancy the legislative norms will prevail and this policy will be adapted to the requirements according to those regulations.

## 2. SPECIFICATIONS

### 2.1. Quality general principles

This policy pursues the adoption, implementation and continued operation of actions aimed at preserving the quality basic principles in Telefónica Business Solutions (TIWS II S.L):

- **Customer satisfaction:** Ensure compliance with their requirements and expectations to achieve their satisfaction and deliver value.
- **Continuous improvement:** Commitment to seek continuous improvement in the Business development and the effectiveness of the Quality Management System.
- **Creativity and Innovation:** Take on the challenge of proactively identify future needs and desires of our customers and thus create new forms of value delivery.
- **Efficiency at work:** Perform the daily work looking for the processes efficiency.



- **Teamwork:** Properly coordinate work teams, promote fluent communication and enhance the individual responsibility of each member of the company as a means to achieve the established objectives.
- **Control of suppliers:** Hire suppliers that contribute to the continuous improvement of the services and perform an adequate management of the services/products provided.

## 2.2. Organization and responsibilities

As a sign of its commitment to Quality, Telefónica Business Solutions (TIWS II S.L) makes its best efforts to have the necessary means and resources for the implementation, maintenance and continuous improvement of processes and activities that guarantee Quality in the services offered to customers, as well as to create a climate of trust that facilitates the participation of personnel in the achievement of the Quality objectives.

Relations with third party collaborating companies must always be covered by the corresponding contracts for the provision of services, including guarantee clauses in any activity that may affect the final quality of the Service provided to our customers.

## 2.3. Legal compliance

According to the nature and purpose of Telefónica Business Solutions' (TIWS II S.L) business, compliance with superior standards (laws, regulations and legal provisions) must be observed, which have preference, when applicable, over the guidelines defined in this Quality Policy.

## 2.4. Training and awareness

The most effective method to improve quality is through continuous training and their incorporation into work.

Within the training plans will be included, when applicable, specific courses according to the target area and target audience. Likewise, when appropriate, periodic awareness campaigns will be carried out through the medium considered as the most effective.

## 2.5. Communication

Telefónica Business Solutions (TIWS II S.L) makes available to all parties that may be interested in the Quality Policy through the communication channels of the company.

## 2.6. Audit


The Quality Management System, in whole or in part, is periodically subjected to internal and external audits in order to verify the correct operation of the implementation plans, determining degrees of compliance and recommending corrective measures, thus achieving an improvement keep going.

## 2.7. Continuous improvement

As a result of a continuous effort to improve the products and services for its customers, Telefónica Business Solutions (TIWS II S.L) always seeks to apply changes throughout the life of the services, evaluating and improving the effectiveness, efficiency and flexibility of the services provided.

## 2.8. Validity

This policy comes into force from the day of its publication. Likewise, it is reviewed at least once a year.



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