



## QUALITY POLICY

**ARINA I&E SOLUTIONS S.L.** is a company located in Amorebieta (Bizkaia) which was born from the collaboration of several experienced engineers, dedicated to the **management and execution of industrial services in the engineering and supply phases.**

In **ARINA I&E SOLUTIONS S.L.** we seek a line of constant growth within the framework of the commitment to continuous improvement provided by the implementation of a Quality Management System based on the current ISO 9001 standard.

the Management of **ARINA I&E SOLUTIONS S.L.** focuses on the Quality Management System and is committed to the continuous improvement of its efficiency in order to achieve the satisfaction of its **Clients** by complying with their requirements and with those established by law and regulations, as well as those of the activity itself.

For all these reasons, the Management of **ARINA I&E SOLUTIONS S.L.** bases its commitment to quality on the bases of its Quality Policy, which are set out below:

- ⇒ **The correct development of the implementation of the Quality Management System and its improvement** is everyone's responsibility and has the support and commitment of the Management.
- ⇒ **The quality of service offered** is developed as part of our expectations for economic growth.
- ⇒ **Improving our service delivery** requires an improvement in resources, both human and material.
- ⇒ **The achievement of customer satisfaction** through the effective implementation of the Quality Management System, including processes for measuring customer satisfaction, prompt attention to complaints, prevention of non-conformities and quality indicators.

This quality policy is constantly evolving with the company, so it is reviewed for continuous adaptation at least at the Management System Review; as well as the quality objectives, as this is considered the reference framework for establishing and reviewing these objectives.

The policy of **ARINA I&E SOLUTIONS S.L.** is the means to lead the organisation towards the improvement of its performance. It is displayed in a visible place for all the personnel, it is available to the interested parties and it is communicated every time it undergoes a revision so that it is understood at all levels.

In Amorebieta, on 4th July 2024

The management:  
Juan Luis Aguirre

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