

QUALITY POLICY

The quality model we pursue aims to achieve Customer Satisfaction, as this is our greatest asset and is, in short, what makes it possible for us to remain in the market and for us to develop and grow within it.

However, customer satisfaction is not a static concept, but evolves in the same way as the market does. Nowadays, the customer can find a quality and competitive product, but more and more, he needs a quick response to any incident or need.

Therefore, our obligation is to continue offering quality products and, in addition, to offer a personalised and rapid service that responds to the needs of our customers. Both factors will constitute the means through which we will try to achieve Customer Satisfaction.

Therefore, our Quality System will have to guarantee, firstly, the conformity of our equipment. This will require the control and inspection of all our equipment and the elements that make their manufacture possible, as well as compliance with the regulatory acts that apply to us. The first step lies in the good management of our suppliers in order to guarantee the quality of all the raw materials they supply us with. Likewise, the correct organisation of all our manufacturing processes will improve the quality of the final product.

Secondly, our Quality model has to pursue the maximum speed and efficiency in the response to any query or need raised by the customer, in all matters relating to our products and services. To achieve this, it will be necessary to have as much information as possible about the product and the process by which it has been manufactured. Knowing this information, we will be able to offer a good after-sales service for the solution of incidents and the replacement of spare parts.

The Quality System of FOIMA, S.A. is based on the commitment of this management to ensure that each of the areas of the company works to satisfy the requirements of the customer and the continuous improvement of the system.

The Management



Director Gerente

