

QUALITY POLICY



The Company management is committed with the following guideline that is assumed as part of its corporate policy:

1. Develop our business by focusing it to [satisfy](#) our present and potential [Customers](#) needs and expectations thru the understanding and the fulfillment of all their requirements.
2. Define the Organization quality policy and goals in a way that promotes the [continuous improvement](#).
3. Inform to all Organization staff about the quality policy in a way that everybody is aware of quality as key factor [to assure the competitiveness](#) and endurance of the activity.
4. Quality should not be the result of control. The quality must be the consequence of work well done, based on [planning](#) and the establishment of agreed [goals](#) that once assumed assure their achievement.
5. The model of Quality Management is based on the concept of integral management based on the [PDCA](#) process cycle in which decision-making is [based on evidence](#)
6. The Organization management should approach the [process management](#) identifying the linkages between the different activities and permitting an efficient Company management.
7. Implementation of a [risk-based management](#) to achieve the quality targets, through corrective or improvement actions preventing undesirable recurrences. [Opportunities](#) treatment reinforces the achievement of results.
8. Establish the adequate [communication](#) channels that allow all Organization staff to inform and be informed plainly. This shall contribute to make it participant of its progress.
9. Promote [training](#) in order to ensure Company staff is involved in a continuous knowledge acquisition process improving job performance and the personnel promotion.
10. Disseminate the concept of [internal customer](#) so that: communication, collaboration, training and staff contribution stimulate the satisfaction of the Organization personnel and the business success.
11. Consider the [Interested Parties as part of the Company's value chain](#), establishing co-operation agreements and sharing goals.
12. CITD assumes the [Total Quality](#) strategy, focused on the European Total Quality Management Model of the EFQM and led by the Managing Direction, promotes the participation and teamwork of the staff as the way of searching for continuous improvement.


Cristina de Bustos
Directora General

22/11/2018