



Quality Policy  
Integrated Management System

**Zitrón**  
UK

## Zitron UK Quality Policy

### Policy brief & purpose

At Zitron UK we recognise our responsibilities to provide products and a service that meets or exceeds our customer requirements. Customer Satisfaction is our main business goal.

### Scope

This Quality Policy applies to all prospective and current employees of the company as well as volunteers, contractors, visitors, and consultants.

### Policy elements

We commit to:

- Establishing and maintaining a quality management system which satisfies the requirements of ISO9001:2015, and any other client specific quality requirements.
- Set Quality objectives that are measured and reported on within the Zitron Management Reviews.
- Provide resources that ensure the business can develop and grow, to continue to deliver the business strategy and customer needs.
- Develop our employees and contractors to ensure they are fully competent to carry out their duties
- Understand the needs and expectations of our customers and comply with any customer and regulatory requirements.
- Develop the business and staff to facilitate the delivery of our business goals and objectives.
- Establish a Quality culture that is committed to continual improvement
- Control & monitor all projects undertaken.
- Proactively identify risks and opportunities to the business and implement actions to manage and mitigate them.
- Review the Quality Management system at planned intervals to ensure its effective and fulfilling its design and purpose.

### Responsibilities for quality

All staff have a responsibility to ensure they understand and comply with this policy.

Overall and final responsibility for Quality is Joaquín Muñiz Cortina

Day to day responsibilities for ensuring this policy is implemented, put into practice and shared with all appropriate internal and external customers is [the Zitron Quality Manager](#).

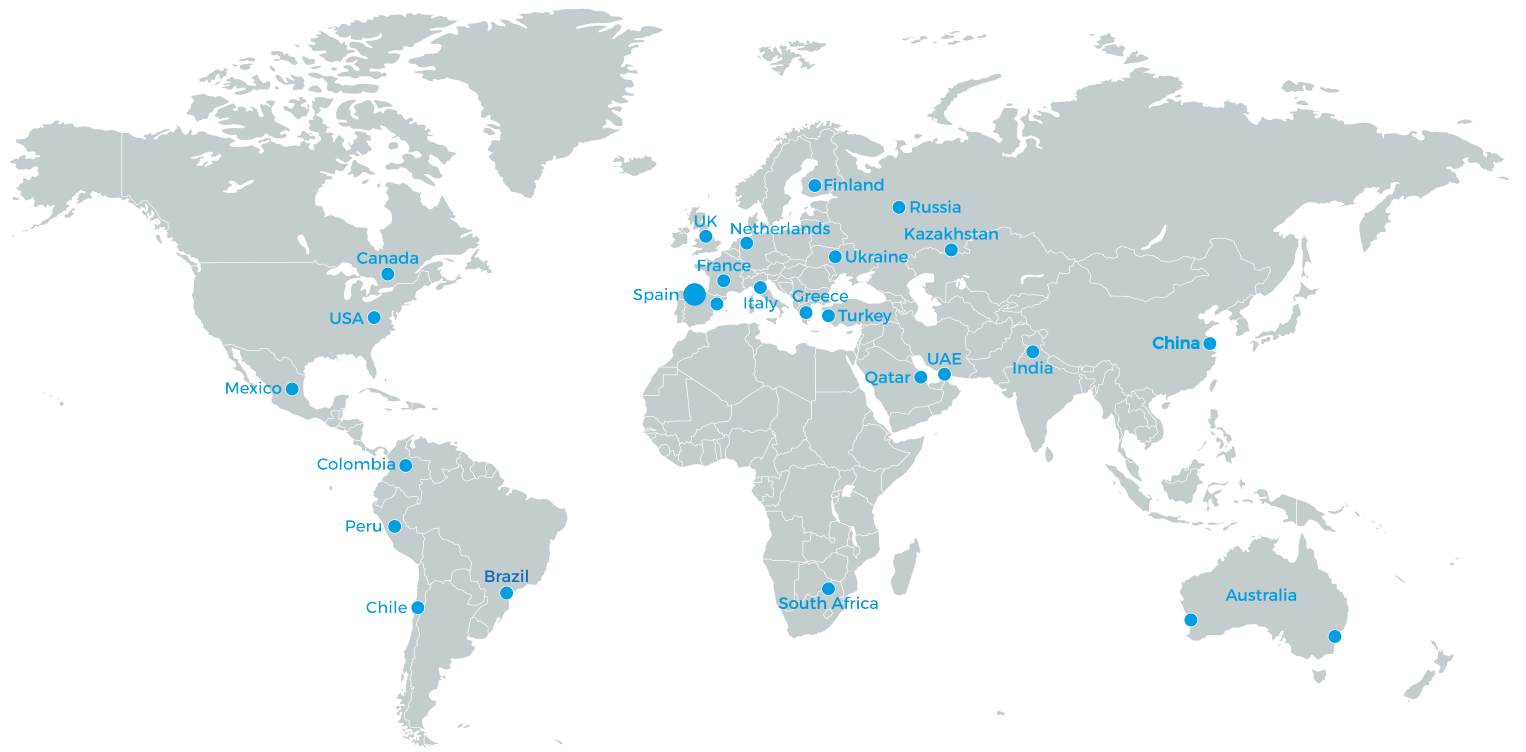
**Policy Owner:** Joaquín Muñiz Cortina

**Date approved:** 7<sup>th</sup> of July 2021

**Last Review Date:** 7<sup>th</sup> of July 2022

**New Review Date:** 7<sup>th</sup> of July 2023





## ZITRÓN GROUP

Since 1963 ZITRÓN has been at the forefront of providing customers with cutting-edge, tailor-made solutions for their ventilation system requirements for underground infrastructures such as road, rail, metro tunnels and mining.



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