



QUALITY POLICY

ZANINI AUTO GRUP, S.A. establishes through this quality policy, the reference framework to promote in the Group the continuous improvement and effectiveness of the quality management system and its corresponding objectives.

Customers. All **ZANINI AUTO GRUP, S.A.** members are committed to fulfill the customer requirements in order to satisfy and exceed their expectations.

The customer satisfaction is a primary objective whose achievement we manage worldwide through an excellent performance of quality, cost and service.

Shareholders. Profitability is the common denominator of all our activities. The planning and development of activities focus on reducing the costs of non-quality and improving productivity are the main objectives of our plans for continuous improvement.



Innovation. We develop Innovation as an essential element to guarantee the continuous technological improvement of our products, processes and services. We encourage throughout the Organization an “innovative culture” that allows the creation of motivating work environments which promote the generation of innovative ideas and practices.

Suppliers. We involve suppliers in our design and industrialization activities. Our goal is to develop suppliers worldwide that guarantee the quality, service and improvement of our value chain.

Sustainability. Environment preservation and rational consumption of natural resources are part of the values and principles associated to the sustainable development of our business and interested parties with whom we interact.

Employees. We promote through the training, communication and quality awareness of our personnel a participative, proactive and ethical behavior towards quality.

We establish plans to improve the security, setting and working environment, with the ultimate goal of achieving employee satisfaction.

Jordi Torras
CEO Group