

MAXGE EUROPE QUALITY POLICY

The mission and main priority of **MAXGE EUROPE S.A.** is to achieve the full satisfaction of our customers, while ensuring compliance with the legal and regulatory requirements applicable to our activities involving the assembly, repair and sale of capacitor banks, as well as the import, export, marketing and distribution of electrical equipment. Through our **Quality Management System** in accordance with **UNE-EN ISO 9001:2015**, we aim, externally, to provide assurance and full satisfaction to our customers and, internally, to gain greater insight into the operation of the company, improve the efficiency of our processes, and promote job satisfaction among our employees. To this end, the Management System is committed to:

- Ensuring the quality of the services provided, understood as the aspect of quality management focused on providing confidence that quality requirements will be fulfilled.
- Meeting the commitments made to our customers, thereby strengthening confidence in MAXGE EUROPE, as well as complying with the legal and regulatory requirements applicable to our services. We are committed to always providing our customers with the highest possible level of quality and to ensuring that our services are properly regulated, communication channels remain open, and corrective actions are established to address any identified deviations.
- Achieving proper management, effective control and continuous improvement of processes and customer service through the appropriate handling of complaints, the compliant implementation of processes and procedures, the management of internal non-conformities, staff suggestions, and other improvement-related actions, thereby fostering a strong commitment to continuous improvement.
- Identifying the risks and opportunities related to the interested parties involved in our activities and ensuring their proper management.
- Effectively assigning functions and responsibilities at all levels of the organisation.
- Raising awareness among and motivating company personnel regarding the importance of the proper implementation and development of a quality management system.

Ensuring that all persons who influence quality are aware of this policy and of the established objectives is achieved through their communication by Management and the Quality Manager at all levels of the organisation, as well as through the distribution of the documents applicable to each level and to the different job positions.

The Management of MAXGE EUROPE ensures that the Quality Policy:

- Is appropriate to the purpose of the organisation
- Provides a framework for establishing quality objectives
- Is communicated, understood within the organisation, and made available to interested parties
- Is reviewed for its continuing suitability

Signed: Daniel Delgado (Management)

Date: 10/09/2024

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