

DECLARATION OF OUR QUALITY POLICY

DELTA TECNIC, S.A., is a commercial company with vocation of service. Actuates as sole agents of important international companies producers of raw materials for different industrial sectors.

Our people are the source of our strength. Determinate our image, reputation and managerial vitality.

We have written a Quality Manual where is specified the policy to be followed by the company and the compromises the company undertakes and that are developed on the corresponding Procedures and Documentation.

According to this Manual we fix the following objectives:

1. Identify the needs and expectations of our customers, and also the normative which affects our activity.
2. Work actively with our customers and suppliers and on the designer to assure that our products and services will meet what is expected from them.
3. Revise periodically the stablished procedures to assure that we are satisfying the expectatives and specifications of the customers.
4. Require, at all levels, the active participation of all the personnel on improving the organisation and services of our company.
5. To assure the fulfilment of specifications, we identify the key processes, its interrelationship and the most suitable procedures to manage it. Through the follow-up and measurement of the processes we control its efficacy.
6. Create and keep an atmosphere that motivates to work on the continuous quality improvement and encourage the team-work.
7. Every person of every department, must know and reduce the cost of the non-quality that is the result of things wrongly done.
8. Our global objective is to keep the level of quality that permits a solid development of our company and at the same time full satisfaction of our customers and all the components which take part of our activity.

Salvador Torras

General Manager